

# Transport and Environment Committee

10.00am, Thursday, 5 December 2019

## Summertime Streets Evaluation

Executive/routine Wards Council Commitments	Executive City Centre
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### 1. Recommendations

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- 1.1 Transport and Environment Committee is asked to:
  - 1.1.1 note the feedback received on the Summertime Street programme within the Old Town during the summer festival period 2019;
  - 1.1.2 agree to proceed with a Summertime Streets 2020 programme;
  - 1.1.3 note that the proposal for Summertime Streets 2020 will be developed and presented to Committee for approval on 27 February 2020. This will take into account feedback received and analysis of the monitoring information collected during Summertime Streets 2019; and
  - 1.1.4 note that the third Managing the Festival City report will be presented to Culture and Communities Committee on 28 January 2020.

**Paul Lawrence**

Executive Director of Place

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## Summertime Streets Evaluation

### 2. Executive Summary

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- 2.1 This report provides an evaluation of the Summertime Streets programme which took place in the Old Town during the summer festival period 2019. The evaluation includes feedback from residents, businesses and stakeholders and a summary of the observations and monitoring information collected by officers.

### 3. Background

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- 3.1 On [13 November 2018](#) the Managing the Festival City report to the Culture and Communities Committee provided feedback on the summer festival 2018 and indicated that proposals to improve pedestrian safety would be developed by officers. This report was referred to the City of Edinburgh Council on 22 November 2018, with an addendum to recommendation 1.1.3, by Councillor Staniforth:
- 3.1.1 'Note that proposals for appropriate temporary limits, management or prohibition of vehicle traffic at key periods of the day will be developed by officers in consultation with key stakeholders and agrees this report will be presented to Transport and Environment Committee before the end of February 2019, and will identify the resources needed to deliver these proposals, and will outline how the proposals complement, and closely align with, initial plans for City Centre Transformation'.
- 3.2 An initial study was undertaken in December 2018 and on [5 March 2019](#) proposals were brought forward for 'Summertime Streets' during the summer festival 2019. The locations for temporary arrangements were identified within this report.
- 3.3 The development of these proposals included discussions with key stakeholders and operators (e.g. taxi, emergency services, public transport).
- 3.4 On [20 June 2019](#) a further update was presented to Committee which indicated that a Temporary Traffic Regulation Order (TTRO) was being developed for identified locations in the Old Town and the Pleasance. The TTRO was operational from 28 July to 1 September 2019.
- 3.5 Local residents and businesses received notification of the plans for Summertime Street operations in late June 2019. This provided a summary of the proposed

changes and details on special arrangements for residents parking, deliveries, blue badge holders, places of worship, loading and servicing for businesses and local bus services. It also provided a contact email if special arrangements were required.

## 4. Main report

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- 4.1 During the review of the city during the summer festival 2018, the safety of pedestrians was observed to be compromised particularly in the Old Town due to the combination of narrow pavements, historic streets, a concentration of visitor destinations, with key Fringe locations being particularly busy.
- 4.2 The introduction of the Summertime Street programme restricted the movement of vehicle traffic in key locations, providing more space for pedestrians to move around the Old Town safely.
- 4.3 However, the implementation of Summertime Street and the practical arrangements put in place drew criticism, particularly from some local residents and businesses.
- 4.4 For some streets this was the first time that measures to restrict traffic to this extent were implemented, and it was the first time this combination of measures were put in place in the Old Town. It was understood that there would inevitably be an impact and arrangements were made to monitor those impact including:
  - 4.4.1 camera surveys before and during Summertime streets to monitor pedestrian movements at key locations;
  - 4.4.2 regular site visits and walkabouts by officers to observe traffic and pedestrian impacts; and
  - 4.4.3 a dedicated email and contact number provided to residents and businesses so that all feedback and issues could be reviewed and where possible acted upon throughout the operation
- 4.5 As a result of the feedback from residents and businesses and the observations of officers, a number of actions were taken in response to some of the immediate concerns. These included:
  - 4.5.1 changes to the barrier layout on Lawnmarket and Johnston Terrace to improve access to pedestrian movement and access to businesses;
  - 4.5.2 changes to the barrier layouts on Lawnmarket, High Street, and Victoria Street to improve pedestrian movement across the junctions;
  - 4.5.3 changes to traffic signal timings on Cowgate, St Mary's Street, Jeffrey Street junction to improve traffic flows on Cowgate and St Mary's Street;
  - 4.5.4 monitoring of traffic signals and adjusting timings of phases on North Bridge / High Street junction;
  - 4.5.5 additional advance signage on Cowgate to highlight the High Street road closures;

- 4.5.6 additional lining on South Bridge to support traffic flows; and
  - 4.5.7 access was permitted for community transport services and for NHS Lothian community nursing staff to attend clients.
- 4.6 The monitoring data collected prior to and during Summertime Streets is still being analysed and will be reported as part of the Managing the Festival City report in January 2020. However, some early information from the pedestrian survey data (which was collected w/c 24 July and w/c 7 August, specifically on Wednesdays and Saturdays) shows:
- 4.6.1 that pedestrian numbers were seen to increase at almost every location between the July and August collections;
  - 4.6.2 pedestrian numbers during the daytime peak period (11:00am -3:00pm) were observed to increase on average by 58% during the Wednesday surveys and 79% during the Saturday surveys comparing Week 1 to Week 2;
  - 4.6.3 at most sites during the Wednesday surveys on both Week 1 and Week 2, pedestrian movements peaked between 1:00pm-3:00pm with numbers reducing in the morning and evening periods;
  - 4.6.4 at most sites during the Saturday surveys on both Week 1 and Week 2, pedestrian flows continued to increase across the full day, peaking in the evening;
  - 4.6.5 the busiest site recorded on each of the four survey days was the junction of George IV Bridge / High Street / Lawnmarket / Bank Street;
  - 4.6.6 the site which was observed to have the highest increase in pedestrian numbers during the Wednesday survey (Week 2 compared to Week 1) was the Cowgate, with a five-fold (550%) increase observed;
  - 4.6.7 the site which seen the greatest increase in pedestrian numbers during the Saturday survey (Week 2 compared to Week 1) was the junction of Pleasance / East Adam Street, with a seven-fold (720%) increase observed; and
  - 4.6.8 the busiest individual street within the area across all four survey days was the High Street, adjacent to St Giles's Cathedral.
- 4.7 Some of the key lessons learned during the implementation this year include:
- 4.7.1 a need to make alternative arrangements for public transport for those that are impacted by the road closures, e.g. taxi replacement service or bus provision, especially in areas around Canongate;
  - 4.7.2 a need to review tour coach access to areas of the Old Town during the festival period;
  - 4.7.3 changes to the barriers and security measures to improve their appearance; however, this will be subject to the requirement to comply with traffic managements codes of practice;

- 4.7.4 a review of stewarding and staffing requirements around closures and welcoming visitors and tourists to the area;
- 4.7.5 development of plans for city dressing to make areas more welcoming for pedestrians;
- 4.7.6 development of a parking enforcement plan for parking restrictions and access arrangements;
- 4.7.7 identification of solutions to manage the pedestrian areas to address the problems caused by busking and impromptu festival acts in Lawnmarket, Grassmarket, Hunter Square, and Cockburn Street;
- 4.7.8 better communication with businesses and residents affected by the arrangements, as well as for visitors to the city; and
- 4.7.9 communication with other organisations including Royal Mail, Parcelforce, Amazon, etc, and local supermarkets regarding impact on home deliveries.

#### **Summary of feedback from residents, business and stakeholders**

- 4.8 In addition to the above an invitation was issued on 18 October 2019 to residents, businesses and local stakeholders to send in any further information which would be helpful in evaluating Summertime Streets. Approximately 50 responses were received directly into the mailbox and many of the key issues that emerged in the feedback are consistent with the lessons learned noted in paragraph 4.5. A list of those contacted is included in appendix 1.
- 4.9 Appendix 2 provides a detailed summary of the feedback received to date.
- 4.10 The feedback shows that increased pedestrianisation was welcomed, with support for improved pedestrian safety, reducing vehicle and pedestrian conflicts, improving accessibility and improving the local environment clearly expressed. However, the feedback also shows that the execution needs to be improved if future plans for similar closures are to be developed.
- 4.11 The feedback included requests for:
  - 4.11.1 greater communication with local residents and businesses, with engagement much earlier in the process to ensure that their views and potential impacts are considered in the planning process (and appropriate action taken to address issues as these arise). This should include arrangements for deliveries, not only with established businesses but with event venues which are only in place for the festival;
  - 4.11.2 access to the city centre needs to be improved during any road closures, to allow people with limited mobility, those attending places of worship and visitors to attractions and shops to understand the arrangements in place and to plan accordingly. For people with limited mobility, it is important that arrangements are improved to provide access when required;
  - 4.11.3 improvements in the quality of barriers and signage used throughout the event. It was reported that the barriers and signage used in 2019 meant that the streets often looked closed and that the barrier locations were not

always in appropriate places (e.g. leading to lack of clarity on where roads were closed and restricted access to dropped kerbs);

- 4.11.4 training for stewards to ensure that excellent customer service is maintained at all times, and that there is consistency in approach;
  - 4.11.5 better management of open spaces created by the road closures. In 2019, significant issues with amplification, noise, street performances and pop-up businesses were reported. Residents, in particular, reported the significant adverse impact of this on their home life and requested that these areas are much better managed in future;
  - 4.11.6 further review of the areas of closure should be carried out to ensure that the impact on residents and businesses is clearly understood, and that any potential areas of pedestrian congestion and/or pedestrian/vehicle conflict are addressed in advance of implementation;
  - 4.11.7 improved access to bus services while road closures are in place. The diversion of the Number 35 bus service meant that local residents were unable to go about their normal business, with the alternative service (number 6) not running at the same frequency, not being so easily accessible and not being available in the evenings and at weekends. Council officers had suggested alternative routes for the Number 35 bus however Lothian Buses, both in the planning and in their follow up, indicated that previous experience of these alternatives had led to both significant financial loss and excessive unreliability to the rest of the route; and
  - 4.11.8 better traffic management to enforce any Temporary or Experimental Traffic Regulation Orders (TTRO) or (ETRO) restrictions where introduced, and to minimise the impact on surrounding streets of displacement (e.g. Cowgate, Market Street, Waverley Bridge, Jeffrey Street and St Mary's Street). The parking arrangements in Cockburn Street and closure restrictions in the Cowgate in particular were reported as not being appropriately enforced. Linked to this, road closures and the implementation of barriers should be consistently applied, in line with the published restrictions to reduce confusion.
- 4.12 A small number of local businesses (seven) responded to the evaluation feedback request however, particularly during the Summertime Streets operation, there was feedback that business within the area saw a downturn in revenue. In addition, Lothian Buses indicated that the closures had directly impacted on their city centre tour buses.
- 4.13 A small number of businesses also reported an impact of the street closures on passing trade with the creation of greater pedestrian space meaning that people were no longer directly passing their shop fronts and therefore not stopping to browse. It was also suggested that the festival advertising arrangements be reviewed to consider if local shops could also utilise the advertising arrangements for promotion of their business.

## **5. Next Steps**

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- 5.1 The objective of the programme was to create higher quality, safer, less congested, and more accessible public spaces in key areas of the city centre during the festival period. This remains a valid objective and it is recommended that the programme is sustained for a second year. However, it is clear from the feedback received that learning from this year's programme is required.
- 5.2 To support the development of proposals for summer 2020, it is intended that an internal officer project team will be re-established and will include colleagues from Transport, Communications, Public Safety, Licensing and will be overseen by a senior manager.
- 5.3 This team will also be responsible for developing and implementing plans for summer 2020. Significantly, early engagement and communications with local residents, businesses and key stakeholders will be built into the programme planning and developing delivery plans. This will begin as early as possible, will continue throughout the next six months, and will include Traffic Management Review Panel (TMRP) arrangements being introduced.
- 5.4 A report on the other aspects of managing the festival city 2019 will be reported to Culture and Communities Committee on 30 January 2020.
- 5.5 Detailed proposals for summer 2020 will be presented to Committee for approval on 27 February 2020. These will continue to be developed and appropriate TTRO arrangements will follow at the appropriate time.

## **6. Financial impact**

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- 6.1 The cost of implementing summertime streets in 2019 was met from the Place revenue budget.
- 6.2 The internal resources committed to engagement and communications will be met from within existing revenue budgets.
- 6.3 In addition, as part of the Council's budget process, a proposal has been developed to increase the resources to support this activity in 2020. This funding would be used to supplement the existing resources to optimise the planning, communication and wider implementation plan. This additional funding would ensure the required resources for the programme are in place. However, if no additional funding is available, the key lessons and actions from this year, as set out in this report, can still lead to significant improvements in 2020.

## **7. Stakeholder/Community Impact**

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- 7.1 It is clear that improvements are required in the planning and preparation for future road closures in the city centre, particularly during the summer festival.

- 7.2 It is proposed to begin engagement with local residents and businesses in December 2019, in advance of presenting plans to Committee.
- 7.3 This, alongside engagement with relevant stakeholders will continue throughout the planning and implementation.

## **8. Background reading/external references**

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- 8.1 None.

## **9. Appendices**

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- 9.1 Appendix 1 – List of Consultees
- 9.2 Appendix 2 – Summary of feedback through evaluation



**Appendix 1 – Summertime Streets Evaluation List of Consultees**

Residents who had been in touch with the Council directly through the implementation of Summertime Streets
Local Shops, Restaurants and Bars
Scottish Ambulance Service
Scottish Fire and Rescue Service
Taxi Operators
Public Transport Providers
Tour Bus Operators
Edinburgh Old Town Association
Edinburgh Fringe
Camera Obscura
The Hub
Edinburgh Royal Military Tattoo
Care Homes
Edinburgh University
Edinburgh Old Town Development Trust
Original Edinburgh Steering Group
Living Streets
Festivals Edinburgh
Paths for All
NHS Lothian
Local Residents Groups
Summer Festival Operators and Organisers
Festivals Edinburgh

## Appendix 2 - Summertime Streets Operation in the Old Town Evaluation Summary of Feedback

November 2019

Resident/Business/Community Group	Feedback
Central Edinburgh Quaker Meeting	<p>The building we use is located within the block which is bounded by Lawnmarket, to the north; George IV Bridge, to the east; Victoria Terrace and Street, to the south; and Upper Bow to the west. Lawnmarket and Victoria Street was labelled as 'Vehicle Free' during the daytime of the Summertime Street period. Upper Bow is a narrow, setted street on a steep hill. There is a ban on parking in all of Upper Bow. During the 'Summertime Street' period it was accessed from Johnstone Terrace but some of our worshippers are nervous of using it to drop off/pick up worshippers both because of its physical characteristics but also because of the number of tourists wandering in and around it and the fact that they would have to reverse in or out of the street. There is level access from our premises via Victoria Terrace to George IV Bridge but traffic on that road is can be subject to restriction or prohibition on Sundays.</p> <p>Friends are very aware of the climate emergency and the need to improve facilities for walking and cycling in the city centre.</p> <p>However, Friends are also very aware of the need to maintain access to the city centre to all, including people with limited mobility.</p> <p>A few of our worshippers have limited mobility. Some and or others have balance problems which means that use of the steep Upper Bow is not an option for them to gain access to our premises.</p> <p>On Sundays we have Meetings for Worship which start at 09:30 and 11 am</p> <p>Victoria Street was closed to general traffic including on Sundays from 10:30 with an exemption for blue badge holders. Taxis were not exempt from the closure and anyone wishing access, e.g. to get to or from our place of worship was expected to e-mail the summertime streets team in advance. This was found not to be practical for some of our worshippers.</p> <p>When events occur which close George IV Bridge to buses, and sometimes to all traffic, additional difficulties arise for persons wishing to travel to/from our premises.</p>

	<p>Some of the staff at the blockade at the bottom of Victoria Street were sympathetic to requests for vehicular access to drop off/pick up worshippers. Others were not and great inconvenience then resulted.</p> <p>I hope that a summary of these points can be included in the report to the Council's Transport and Environment Committee on 5 December 2019</p>
Fringe Producer	<p>For context the venues that we run are within a building on George IV Bridge with access at road level on the ground floor off Merchant Street, and at the third floor off George IV Bridge. We also run a venue within the Quaker Meeting House off Victoria Terrace / Upper Bow Street.</p> <p>We broadly support the approach of pedestrianisation, however the suite of closures required us to make extensive directions. We have historically moved between our storage location on Merchant Street to George IV Bridge via Candlemaker Row, Forrest Road, and Guthrie Street, a journey of less than 5 minutes. The closure of Candlemaker Row and Victoria Street required a diversion via George Street and Morrison Street, which at peak times took in excess of 1 hour.</p> <p>The road closures also came into effect and remained in effect around 2 days earlier and later than had been advertised which caused large issues to our venue build programmes. Vehicles requiring access to our venues during the week ahead and after the fringe included artic lorries, rigid hiab flat bed lorries, and 3.5 tonne vans, all of which undertook extensive diversions through the city.</p> <p>We would request that for businesses on Merchant Street, a business access exemption is made on Candlemaker Row.</p> <p>We would also request that the dates road closures will be effective are circulated accurately in advance.</p> <p>We would also request that the times of road closures are circulated accurately in advance.</p>
Festivals Edinburgh	<p>This is to contribute to your evaluation of the Summertime Streets initiative in 2019 on behalf of the Edinburgh Festivals.</p> <p>We welcome the Summertime Streets policy to increase pedestrianisation in the Old Town. The historic city was not built for twenty-first century traffic volumes and with growing resident and visitor numbers,</p>

we need to offer a better quality experience by making the streets more people-friendly and protecting the city's environment and authenticity.

This is a long-term ambition, and the first year of temporary measures has thrown up challenges which we highlight below. For the festivals, key learning points from this year include:

- Ensuring that traffic management and security measures are higher quality and don't detract from a welcoming, safe and attractive environment
- Working with local businesses on access and delivery times
- Managing street activities in the extended pedestrianised areas
- Training and role definition for street stewards
- Providing advice and resources for people with limited mobility

Some examples from this year of actions that can be taken, where there is a business model to cover the costs of additional measures, include dressing by the Essential Edinburgh business improvement district to improve the look of street barriers; management of street spaces by the Fringe Society between Hunter Square and Parliament Square; and the data driven innovation initiative to improve understanding of people and traffic flows to help manage demand. For the longer term, the development of a flexible system of removable bollards in keeping with the historic built environment, similar to the City of London, would be an ideal enhancement to the city's management infrastructure.

The difficulties of this first year should not deter the city from the overall objective of improving the experience of the city centre for people who live, work and visit. A pedestrianisation strategy executed through long term infrastructure and city management measures will be a key tool in achieving this - one that many other world-class historic cities have already adopted - and it is inevitable that this will take substantial planning and investment given the complex factors and interests that need to be balanced.

The layout and fabric of the city are unique assets, critical to the future success of the city and its festivals. We are keen to play our part alongside other city partners in looking at the long term infrastructure and management needs for a world class, liveable and sustainable cultural capital and festival city, so that a strong case can be made for investment in this future from all those who benefit from it.

Resident

I will preface this by saying I am a resident in the Old Town. I fully support Summertime Streets, I am in favour of further road closures in future and I am not adverse to a more radical pedestrianisation of the city centre and specifically the Old Town heritage site.

If you are going to propose then enact measures the following is critical:

1. **Engagement** with impacted residents and local businesses in the development process to shape proposals, to gain immediate feedback on any issues that arise, and to evaluate the overall success of the scheme.
2. **Communication** with impacted road users as far too many were completely unaware including commuters and commercial vehicles from outside the Old Town, outside the city centre and outside Edinburgh.
3. **Enforcement** to ensure the scheme succeeds and the required outcomes are delivered.
4. **Monitoring and evaluation** to enable a robust appraisal of the measures and to allow for changes to be made in areas of weakness or failure.

For Summertime Streets the Council failed all four.

### **Engagement**

Early engagement with local residents and businesses would have identified and rectified a lot of issues at an early stage in the planning process. Ignoring this local knowledge is unwise and results in poorly designed and implemented measures. It also provides a valuable sense check of any proposals.

The key issue identified that led to Summertime Streets was the conflict between pedestrians and vehicles due to the lack of space and pedestrians spilling onto roads. This is the result of the Old Town heritage site having narrow pavements, being ill-suited to large vehicles and frankly being too small an area to cope with the ever expanding Fringe. Agree or disagree with the term "overtourism" but the impact remains the same.

The move to make streets car free was long overdue but closing streets only to enable "performance areas" and further "commercialisation" is a half measure that fails to address the fundamental problem of crowd flow and removing bottlenecks. Streets must be designated as being sacrosanct in future. That

means no performance areas, no busking, no leafleting and no commercial pop-ups. To enable the flow of people in the Old Town from West to East the Royal Mile must remain clear of obstructions from the castle to at least the North Bridge junction. This is common sense.

I won't dwell on the rolling back of the a-board ban and the associated obstructions and dangers created. Suffice to say it is not compatible with the aim of Summertime Streets, it is not compatible with sustainability and climate targets, and it sends a very poor message to residents and local businesses in particular about the Council "enforcing" locals but favouring the festival commercial operators. The situation on Hunter Square with Civerinos illustrates this perfectly. The Council gives with one hand but fatally undermines itself with the other.

I contacted the Summertime Streets team prior to the measures being in force to raise concerns, again in the week prior to the Fringe when issues were instantly apparent and in follow-up correspondence to the Summertime Streets team, ward Councillors, Paul Lawrence, Old Town Community Council and on social media.

#### **Communication**

If you do not adequately communicate measures how do you expect them to succeed? I would make the case that most residents of the Old Town or those who follow the Council social media feeds were aware of Summertime Streets to some extent. The problem is these are not your target audience. The majority of vehicles entering the Old Town are not residential but are people simply commuting, using the centre as a shortcut (particularly the Cowgate), and commercial vehicles. What was done to highlight Summertime Streets to these people and those out with the Old Town, city centre or even Edinburgh? Why did the likes of Edinburgh Travel News (@edintravel) and others barely mention Summertime Streets given the clear impact it would have? Why was signage and diversions not in place to direct vehicles away from Summertime Streets closures and the associated congestion? Even once issues had been clearly identified little was done to get the message out from the Council or indeed the police.

**Enforcement**

If you do not enforce measures what chance do they have to succeed? I will now focus on the Cowgate and Candlemaker Row but a lot of what I say is equally applicable to other streets.

The Cowgate has an existing restriction year round that is regularly ignored. The belief that the Summertime Streets restriction would be complied with was very naïve. Throughout August there was a steady stream of vehicles all evening and throughout the night. These were not emergency vehicles. These were not residential vehicles (as evidenced by the lack of parking permits). What these were was private vehicles using the Cowgate as a shortcut and commercial vehicles operating as normal. The infringement continued throughout irrespective of the erratic use of barriers (they drove around them on the wrong side of the road), the erratic use of signage and the erratic use of the LED signs. In short there was next to no enforcement.

I watched large coaches, tourist buses and commercial waste vehicles all flout the restriction. This includes two parked tourist buses on Candlemaker Row blocking a fire engine. While the High Street has anti-terrorism barriers to protect vulnerable crowds from vehicles the Cowgate has nothing. The Cowgate is busy year round at night and this is exacerbated during the festival due to the increase in pop-up bars and venues. Over August the Cowgate is even busy during the day as crowds avoid the Royal Mile. What is the rationale for the lack of protection or enforcement? Have any assessments been done?

**Monitoring and evaluation**

The Council has already admitted to not bothering to monitor infringing vehicle numbers which is a staggering admission. It is clear that monitoring and evaluation was not adequately considered during the design stage of Summertime Streets.

Old Town Community Council provided a summary of the situation at the following page but more examples of infringement were Tweeted by myself and others, and I have a lot of examples that were not. This includes vehicles infringing the Summertime Streets area and drivers physically threatening pedestrians:

[www.edinburgholdtowncc.org.uk/summertime-streets-cowgate-august-2019](http://www.edinburgholdtowncc.org.uk/summertime-streets-cowgate-august-2019)

<https://twitter.com/stanblackley/status/1162541067675361280>

### **Suggestions**

There are some simple solutions to make Summertime Streets work better in practice. Take Cowgatehead as the perfect example. Vehicles would enter Cowgatehead only to be faced with a supposedly closed Cowgate and Candlemaker Row, requiring a U-turn on a small roundabout that was simply not feasible for larger vehicles. Why was the signage to exit via Victoria Street not more prominent? There is a barrier in use at Victoria Street during the day. Why can this not be designed to be easily moved (or swung) from Victoria Street to block entry to Cowgatehead at night? This would require a manned barrier in the short-term and in future automatic barriers but if you want Summertime Streets or indeed any related to the City Centre Transformation Project to succeed then it is required. This is commonplace elsewhere in Europe and beyond.

The key is to reduce the chance for conflict. For example why can vehicles enter the Cowgate from Niddry Street, after the restriction? Why is it acceptable to use Guthrie Street, a residential street, as an exit/entry point? Why is there inadequate signage for those entering the Cowgate from Guthrie Street? Why is a one way system not implemented? What modelling of traffic flow was done to better understand how vehicles would react to Summertime Streets and where the weaknesses existed?

### **One further thought**

Finally, it is futile to impose Summertime Streets for the legitimate reasons stated only to facilitate the very problems you are trying to solve in the Old Town around Princes Street Gardens, The Mound and on Princes Street itself. I won't go into the issues around the commercialisation of the gardens, the current "situation" or indeed the Council ignoring residents' clear instruction to limit major events. The facts speak for themselves with the reduction of pavement space, dangerous crowding, and spilling of pedestrians onto Princes Street in front of buses and trams. The city centre is busy enough over August. Why add to the problem instead of retaining a greenspace to provide a much needed break from the festival chaos for residents and visitors alike.



	<p>I am happy to feedback further, in more detail and to provide evidence to feed into the evaluation process. You know how to get in touch.</p>
<p>Edinburgh Fringe</p>	<ul style="list-style-type: none"> <li>• We welcome increased pedestrianisation of the city, both during and outwith the Festival period.</li> <li>• The pedestrianisation of streets immediately surrounding our street events footprint on the Royal Mile (specifically Cockburn St and Lawnmarket) helped relieve some of the congestion around the National Barrier Assets and reduced the risk of accidents at these junctions.</li> <li>• Members of the public – and in particular residents – were confused about the reasoning behind the street closures, leading to many mistakenly believing that the Fringe had requested them. This led to a number of negative comments (email, face to face and via social) to the Fringe Society, particularly about activity at the foot of Cockburn St.</li> <li>• We would have preferred a much earlier consultation about the location and management of the street closures. Having looked after the High St and Mound for 21 years now during August in close collaboration with Council colleagues, we are well placed to advise on how best to manage these spaces to avoid busker / resident / visitor conflict.</li> <li>• We employ a seasonal street events team of 58 people and provide 24-hour security for both of the sites we manage – many of the issues experienced in year one of Summertime Streets highlight the need for appropriate management of pedestrianised areas and close engagement with the busking community, something we are happy to partner with the Council on (particularly as part of the City Centre Transformation project).</li> <li>• Midway through the festival, a group of street performers came up with an approach to manage the unofficial circle pitch on Lawnmarket, with performers securing a slot by agreeing to steward two other street shows in the space. This coincided with discussions between the Fringe Society and street performer representatives about forming an official body to represent them, something which highlights the appetite amongst the majority of performers to work with official channels. The Society is happy to play a brokering role to bring the Council and performers closer together, to manage these areas more effectively, but this is not in the current capacity of the team at the Fringe Society so resource needs to be allocated.</li> <li>• In 1998, the City of Edinburgh Council asked the Society to take over responsibility for running street events during August on the Royal Mile and, later, the Mound. Since that point, the Society has entirely underwritten the cost of the activation and management of these spaces. Whilst we are able to offset some of these costs with sponsorship and market stall income, the Society does not make a profit on managing these spaces. The cost of managing any additional areas would need to be factored in should this be explored in future.</li> </ul>

	<ul style="list-style-type: none"> <li>• We received complaints from local businesses around Hunter Square caused by the relocation of the food trucks onto the top of the ziggurat, which led to a circle show pitch (not controlled by the Fringe Society) being relocated into the roadway at the top of Blair St and the impact of this on crowd flow.</li> <li>• We received a number of comments from local businesses and residents about the ugliness of the crowd barriers that lined the streets. These will obviously change over time as the scheme beds in, but there was a definite feeling that the barriers excluded people from moving seamlessly through the space and the use of traffic barriers led people to assume roadworks were in place, or an accident had happened.</li> <li>• There continues to be a poor provision of public restrooms, water fountains and benches for people to use, particularly in the High St area</li> </ul>
Resident	<p>What went well for me Did improve safety in High St at South Bridge end Did create a more relaxed atmosphere in High St</p> <p>What was awful 35 diversion - it meant getting to work was impossible on public transport, getting about the city was much harder as it involved a walk eg carrying shopping as supermarkets didn't all maintain home deliveries. Alternative route via 6 not ideal, can't use in evening or Sunday as it doesn't run. Conversations at the bus stop - taxi alternative for elderly/disabled still meant people felt constrained - couldn't just 'pop out'. No 6 had to go through the very congested streets that were open and accommodating the displaced traffic so was very erratic, and as a half hour service you could be waiting for 30 or 40 mins for a bus.</p> <p>Street closures This was very variable. High St was ok but not sure the differential between the fully closed and partially closed bits was clear. The knock on on Holyrood Rd, St Marys St Jeffrey St and Market St was awful with no restrictions on parking or loading to help increase the throughput of traffic. Think minimising traffic to High St by closing it say eastbound so bus could go one way like happened with the gas main replacement. That way at least it goes up the hill which saves elderly/disabled that trip. Other half can be pedestrianised.</p> <p>Cowgate was pretty dangerous during the day due to people congestion on pavements and the number of vehicles parked on the pavement - think something could be done about that? As I had to walk to work this</p>

	<p>way due to no bus I took my life in my hands on several occasions. Night time closure was very variable and needed police or steward presence to enforce it.</p> <p>Finally the enduring image for me is the crush barrier, it wasn't a very good looking initiative - maybe invest in more plant pots, hedge barriers or something green if you are doing this every year? And please sort out the tar on the setts!</p>
Lothian Buses	<p>We welcome the opportunity to give feedback on the 'Summertime Streets' changes introduced for the 2019 festival period. The restrictions caused a number of difficulties for Lothian Buses and our customers and these issues are highlighted below. The stated aim was to make busier streets easier and safer to walk around and whilst this may have occurred at some locations, we firmly believe that the most effective way to make the city centre a more pleasant area during this period is to distribute events over a wider area of the city. Although not specific to Summertime Streets reducing the level of congestion in the city centre as a whole must be a priority for future years. Edinburgh is not a large city and boasts a comprehensive public transport network allowing visitors to access many areas where events could take place. If these events were spread out throughout the city, not only would pressure be removed from the city centre, but other local areas would benefit from the additional visitors and spending that they bring.</p> <p>High Street – the closure of this section of the Royal Mile had the effect of removing service 35 from the Royal Mile and Holyrood area. A number of suggestions were made to Lothian about alternative diversions for service 35 to continue to serve this area, however all of the alternatives suggested have from previous experience delivered both a significant financial loss and excessive unreliability to the rest of the route. If this section of route was to be unavailable in future then we would have no alternative than to adopt the same arrangements for service 35.</p> <p>Jeffrey Street – with Cockburn Street and the High Street unavailable, Jeffrey Street saw an increase of general traffic which impacted the reliability of service 6 with late and missing journeys becoming a regular feature. As service 6 was the only remaining bus service in the Holyrood area, this led to an unsatisfactory bus service for residents of the area. Please note that as previously intimated to Council Officials in June, it is our intention to withdraw Service 6 as a result of continued losses exacerbated by the volume of road closures/route congestion issues.</p> <p>Cockburn Street – a knock on effect of this closure (and for other events such as Open Streets) is the use of the end of the street at Waverley Bridge as a coach waiting area and a taxi drop off/pick up point for the</p>

	<p>nearby hotel. Any vehicle that stops here renders the roundabout unusable and as a result Market Street and Waverley Bridge come to a halt.</p> <p>Candlemaker Row – this restriction prevented Edinburgh Bus Tours from serving the historic Grassmarket area, leading to an inferior product and reduced demand. However, as the restriction was not enforced Candlemaker Row was flagrantly used by another open top tour company for a significant period. Coaches and taxis also routinely used Candlemaker Row and any future restriction should be fully enforced with technology such as bus lane cameras. For the avoidance of doubt if Candlemaker Row was closed to all traffic, the Grassmarket area would lose its only bus service.</p> <p>Lawnmarket – this restriction prevented Edinburgh Bus Tours from serving Edinburgh Castle; as this is Edinburgh’s top tourist attractions and therefore the no. 1 priority for customers, this had a considerable financial impact on the business during traditionally its busiest period.</p> <p>Business impact – As noted above Edinburgh Bus Tours suffered a significant reduction in demand due to the various restrictions preventing buses from going past the places our customers wanted to go. Additionally a high number of pre-booked advance tickets had to be refunded placing further strain on the company’s finances. There was a noticeable increase in traffic congestion compared to previous years and this reduced reliability of our regular services causing reputational damage and increased cost to the business.</p>
Old Town Association	<p>The summertime street operations in the Old Town did not get off to a good start. There was anecdotal evidence that not all properties in the Old Town area received a copy of the information leaflet issued by the CEC. This meant that a number of residents were not aware of what was happening in the month of August. More consultation and better communication would seem to be necessary. It would appear that there drivers and pedestrians were rather confused about where the car-free areas began and finished.</p> <p>A great concern of our members was the re-routing of the 35 bus. In the CEC leaflet the Council's 'dial-a-taxi' service for residents affected by the bus diversion was outlined. The pre-booked taxi service would be for 'necessary journeys' like medical appointments and a phone number was given. There was no indication about who would be responsible for the payment of the taxi fare. There was also no recognition that Old Town residents might want to spontaneously go on 'unnecessary journeys' for fun - for this the number 35 bus is</p>

	<p>essential. The policy of diverting the 35 was discriminatory in that local people were disadvantaged in their freedom of movement whereas tourists who used the many tourist buses were able to access the Canongate as far as Jeffrey Street.</p> <p>In the Evaluation e-mail sent to Stakeholders and Residents it is indicated that 'an outline of recommendations on how the detailed plans for next summer will be developed will be included as part of a report to the Council's transport and Environment Committee on 5 December'. This would appear to presuppose that there will be Summertime events next year whatever the outcome of the evaluation process.</p>
Film Edinburgh	<p>In response to the call for feedback to Summertime Streets:</p> <p>There was no direct effect on filming in the city. Very little filming takes place during the summer festivals other than festival-related programmes, most of which is very low impact – no large vehicles and under 10 technical crew. No filmmakers contacted us to query or complain about it.</p> <p>Subsequently however businesses within the extended zone felt more than usually impacted with the arrival of two large-scale feature films immediately afterwards, albeit filming constrained traffic &amp; parking for only short amount of time:</p> <p>Victoria Street – 1 day in September, 2 days in October  Grassmarket – 2 days in October  Cockburn Street – 5 days (parking restrictions) in September  High Street – 3 days in September</p> <p>None of this filming was simultaneous, and where pedestrian access was to be impeded, businesses were offered financial compensation by the production company. Given the short amount of time in each location, and the high profile nature of the films, there is the possibility that the impact was more perceived than real, but nevertheless it is a point that a couple of businesses in the area have made to us.</p> <p>I am aware of suggestions that the city should leave more of a gap between the Festival and filming in order to minimise impact. I would be concerned about this becoming policy in terms of it creating a barrier to the city's ability to attract high profile filming. These high profile productions have their filming schedule set by working backwards from the planned release date, which is decided before the question of where to shoot is addressed. The Festival already takes a month out of the possible filming window. Both Fast &amp;</p>

	<p>Furious &amp; Eurovision would have come earlier in the year had it not been for the Festival, and we would have lost them if we had had to push them further down the calendar.</p> <p>While we recognise that high profile films can have an impact on the community, in all cases we aim to mitigate against disruption by minimising the amount of time in public places, by steering filmmakers towards locations that have less traffic wherever possible, and by promoting good community engagement. Furthermore, the benefits of attracting high profile films are not only economic (jobs, services, promotion): civic pride is also very important and plays into the council's ambitions for the city to be a vibrant city, and a city of opportunity. Attracting films such as Fast &amp; Furious and Eurovision is a source of great pride to large numbers of our community as evidenced in the media and on social media.</p> <p>I hope this feedback is helpful. Happy to feed into the conversation at a further date if useful.</p>
Resident	<p>The Old Town Community Council has suggested that those impacted by Summertime Streets email with feedback ahead of the review and report to TEC in December.</p> <p>I fully support the publicised aims of this: safer, more relaxed and more accessible streets. I have been disappointed that there seemed to be no willingness to engage with the problems during August.</p> <p>I had previously raised issues about safety, in 2018, and I am pleased to say, at least in my view, the junction of South Bridge and the High Street looked far better managed this year.</p> <p>Yet, since these measures started, has Cockburn Street and the area on the High St next to Hunter Sq been more accessible and relaxed? Certainly not, the unmanaged space was occupied by various amplified performers throughout August with very large crowds (corresponding to excessive volumes). The consequence of this was that these areas would have been more accessible and relaxed had the streets remained open to traffic to displace the busking activity. Unfortunately, it seems that the Fringe Society supported these buskers, giving some sort of pseudo-authority, which makes their management by the police additionally difficult. Frankly, pedestrians cannot go anywhere near these streets without being assaulted by noise pollution, jostled by distracted crowds and, in the worst instances, harassed by performers that feel other users of the street should not be disturbing their performances, even when they obstruct the whole street.</p>

It is also important to stress that I don't believe policy about street management should focus solely on pedestrians and vehicles, while completely ignoring the residents and businesses with properties adjacent to these streets. The noise from buskers occupying the traffic-vacated space outside of our property made it almost unusable in August 2018 and again in August 2019. The pretence that residents constantly calling the police is a solution to this situation is not helpful. It is actually just a lot of additional stress and inconvenience with very little impact on the offending activity. I am writing in detail to the council about this in due course, as officials did not provide me a substantive response to any of the issues I raised in August.

I'm not sure any of this should have been a surprise. Exactly this problems were identified with the daytime closure of High St/Cockburn St during August last year. Then, the unintended consequences were not anticipated and so no management arrangements were in place, says the council report. Yet, the problem was worse this year and still no sign of a management strategy.

I would also comment that the management of the Old Town during August which means residents in EH1 cannot get supermarket deliveries is also going unaddressed. All the major supermarkets now blacklist the area. I made a freedom of information request about this and, again, it is disappointing that the council have made no attempt to address this by corresponding with supermarkets - who apparently can read about the restrictions put in place, in the press, like everyone else. They can and this results in them blacklisting. What is needed is a two way dialogue. Provisions put in place for commercial deliveries are irrelevant to this issue.

Finally, I would like to point out that many Old Town residents are not engaged with the council. The reason for this is they feel completely sidelined and despite being very tolerant, feel they have not been listened to by the council for many years. Complaining or reporting problems is a frustrating waste of time, which, even when acknowledged, results in no action. For example, nothing had been learnt about amplified busking and residents have been complaining about this for over a decade, as the problem has become worse. Almost every UNESCO heritage city in Europe addressed this issue many years ago, so I do not accept excuses defending the status quo or the arguments that this isn't connected to street closures as having any validity. If Edinburgh chooses to promote tourism to the levels it has and it chooses to close streets to make public spaces that performers may occupy, then it must manage these spaces so that residents, businesses and other visitors are protected from potential antisocial activity.

	<p>Summertime Streets appears to have been some sort of secret experiment about street closures and I am concerned that any conclusions are drawn about how satisfied Old Town residents are based on their disengagement. CEC needs to bear in mind the context within which this engagement is expected.</p>
National Trust for Scotland	<p>Thank you for the opportunity to provide further feedback on the Summertime Streets initiative.</p> <p>The volume of pedestrians on the pavements was a concern- far more so than in previous years. Often the front of our building was completely blocked. Had we needed to evacuate in an emergency we would have struggled to get people out safely. This would have become even more apparent had there been an emergency on the street. I accept that the streets become much busier over the festival period- and for residents and local stakeholders this is the payoff for having the festivals on our door step. My concern is that having buskers and street performers using the roads as a “stage” causes a decrease in room for pedestrians. The crowds which stopped to watch the buskers often reached to our front doors, forcing pedestrian traffic to go single file and essentially blocking access to our building.</p> <p>The use of amplifiers by the buskers and street performers also caused serious problems for our visitor experience. We hosted a play during the Fringe, and often the actors voices were drowned out by the noise from the speakers. We also have 3 holiday flats in the building, and received complaints from guests staying there, who were upset at the volume of noise. Additionally, it made it incredibly difficult to concentrate on work in our office (located at the back of our building). I know in previous years, amplifiers have been banned- so could you let me know if this was still the case this year, as they were used every day, and in excess.</p> <p>I feel that these factors have directly impacted on our trading this year. In 2018 we opened between 10 a.m. and 6 p.m. This year, we made the decision to open between 9 a.m. and 8 p.m. Regardless of the additional 3 hours a day that we operated we averaged a reduction of 20% per week in takings over the Summertime Streets initiative. There was a sharp decline in takings the week that the Edinburgh Festival started (in line with the increase in number of pedestrians), which continued through to the end of the month.</p> <p>I look forward to hearing from you regarding the outcome of this review.</p>
St Giles Cathedral	<ul style="list-style-type: none"> <li>• We welcome the opportunity to contribute</li> </ul>



- We are commenting here on the Summertime street operations but these need to be considered in the wider context of the continuing 'Open Streets' experiment; the very regular closures and restrictions that take place to accommodate an increasing number of special 'events' that lead to city centre street closures; suggestions that the City Council is planning to introduce parking restrictions on Sundays; and a continuing failure to invest in improving Sunday bus services. All these contribute to a general uncertainty about city centre access that affects the operation of the Cathedral

- St Giles' fulfils several roles:

- It is a National and City Church with a range of large national and civic gatherings throughout the year
- It is also a parish church with up to 12 services taking place each week, including 4 services and a recital slot every Sunday. In its role as a parish church it supports significant outreach to the local community within the parish, aimed at building the social capital of those living in the city centre - particularly those who are experience disadvantage in one form or another (homelessness, poverty, substance abuse etc.)
- It is a major visitor attraction with around 1.4 million visitors each year
- It is a regular concert venue

- These roles are affected by accessibility to the Cathedral in various ways

- National and civic occasions bring large numbers of visitors to the Cathedral from all over Scotland and further afield and this brings specific access and, on occasion, security requirements. To allow for the effective planning of such events (which often needs to begin many months in advance of the actual event) there needs to be clarity of understanding and appropriate communication of plans that may affect accessibility
- Because the regular congregation of the Cathedral is gathered from across the city and beyond, many have to rely on their cars in order to attend worship on a Sunday (particularly given infrequent Sunday morning bus services). Some parking is available in the square to the west of the Cathedral but street closures can (and do) block this. This has an impact on the numbers attending worship and therefore upon the life and purpose of the Cathedral and upon its income.
- Accessibility affects the number of visitors to the Cathedral and its viability as a concert venue. This has a direct effect on income and therefore directly affects the capacity of the Cathedral to undertake its critical, city centre, social outreach mission (see above)

	<ul style="list-style-type: none"> <li>We therefore believe that there needs to be not just a piecemeal review of the Summer Streets operation but a broader and more comprehensive look at the difficult challenges of balancing the issues of managing the increasing volume of tourist traffic within the city centre against the equally valid needs of maintaining the continuing life of Edinburgh across the city centre.</li> </ul>
Resident	<p>I am sorry to say that I was deeply disappointed by the Summertime Streets exercise, and fervently hope it will not be repeated. The fact that the “consultation” already implies that the decision is already taken to roll the whole exercise out again next year is worrying. What, then, is the consultation for?</p> <p>For a start, there needs to be a different name. “Summertime Streets” suggests our climate is like Barcelona’s. It isn’t. As you, the Council, well know, it is frequently cold and wet and does not lend itself to outdoor living apart from on a few days each year. So I’m utterly opposed to a practice which so profligately wastes our resources.</p> <p>The reason is not that I am opposed to pedestrians – I walk to work on days when the weather’s kind and take the bus when it isn’t (so yes – I mostly take the bus).</p> <p>What I am mostly opposed to is the thoughtless, heartless and at times thoroughly callous withdrawal of amenity from those of us who have for decades built our lives around the areas that the Council now regularly closes to vehicle traffic. I genuinely do not understand the thought process that can assume Sunday is the least inconvenient day on which to close down the centre of the Old Town. It surely can’t be just because the Council themselves don’t need access on that day (apart from one day per year, which can be guaranteed not to fall on the first Sunday of the month, which the <del>Closed</del> Open Streets activities would put paid to) – that would be to put self-interest above the interests of those whose lives revolve around the Royal Mile on a Sunday, which would be incompatible with the public service nature of a Councillor’s role.</p> <p>Not everyone can walk. So, closing the Royal Mile on Sundays has now meant that those whose mobility is impaired have simply stopped coming to St Giles’, my church, during Summertime Streets and on the first Sunday of the month in the rest of the year. I’m personally contemplating giving up my membership of the choir at St Giles’ because it is simply becoming too great a battle to get to the Kirk on a Sunday. Perhaps you’re not aware, but <b>the choir isn’t paid</b> for its services except for special events. Attendance on a Sunday</p>

	<p>morning for such events as the Kirking of the Council relies heavily on the goodwill and dedication of a small number of mostly amateur musicians.</p> <p>[I am assuming that the Councillor who stated that access to church on a Sunday was not a consideration for the Council given that “Edinburgh is a secular City” is no longer on the Council.]</p> <p>I am massively in favour of reducing the volume of traffic, but shutting it off altogether has led to chaos on other routes, and there is no “carrot” of better buses, free taxis for the disabled, or anything else to encourage Edinburgh gently to leave the car at home.</p> <p>The unilateral withdrawal of an amenity which is valued so highly by a quite elderly and infirm group of your citizens is not a good look; and if it eventually leads to the demise of St Giles’ as a place of worship instead of being purely a visitor attraction, the blame – and ugly message – will lie squarely with the Council.</p> <p>I hope that this misbegotten idea will be hastily dropped in favour of other measures which do not put a bar on the front door of those who wish either to travel in to, or out of, the Old Town on a Sunday and need a motor vehicle to do so.</p> <p>I’m sure I’m not alone in finding the Council’s ‘holier than thou’ narrative on environmental benefits a little ironic, when it stops people going to church.</p> <p>Edited to add: I sang at the funeral of one of the people I have been trying to defend from street closures this week. She had, in the last three months of her life, managed to get to church exactly three times. She could walk quite well, but every step caused her immense pain. I am particularly bitter at the impact your decision had on the last months of a very dear friend’s life.</p>
Local Business Grassmarket	<p>The idea of Summertime streets seems to be good in principle but implementation seems to have lacked organisation.</p> <p>The roads were closed at 10am on a particular day, this was the first indication that anything was going on there had been no prior communication, as business owners we were not informed.</p> <p>On speaking to the Council deliveries were supposed to still be able to get into the Grassmarket until 12 midday. This was not communicated with those at the barriers, therefore no deliveries were ever permitted after 10 am.</p>

	<p>Due to July and August being the busiest months of the year this is the time we receive our biggest and most frequent deliveries.</p> <p>Many suppliers were unable to make a 10 am cut off due to the delivery restriction times across other parts of the city e.g. Royal Mile, George Square and Bristo Square. This regularly led to vans/trucks being dumped in loading bays double parking and the main road in chaos. All the news traffic bulletins were about road congestion through West Port and Grassmarket. This made the area a no go area, disappointing for business and pollution.</p> <p>So in summary i like the idea of less traffic, less pollution and a more pedestrian friendly city. However more work needs to be done in the future to communicate with businesses and to prevent the log jam surrounding the closed areas.</p> <p>Furthermore, the barriers themselves were a total eyesore. many customers of ours mentioned that as you approach the barrier on foot, you believe that as a pedestrian you can't go any further, so as a pedestrian they turned back, locals knew a little about the barriers but tourist will not know anything and will see the barrier as exactly that; a barrier stopping them from going any further. This has a major impact on footfall and resulted for us in reduced revenue at what should be the height of our season, with staff trained and ready to go, but not enough revenue to justify the staff training.</p>
<p>Scottish Storytelling Centre</p>	<p>Thanks for this opportunity to feedback our thoughts on Summertime Streets. We've noted them down here, but if you need any further information or clarity please don't hesitate to ask.</p> <p>It's worth stating that overall we found the pedestrianisation of the Netherbow area a very positive experience. It is something we have been supportive of and were pleased to see happen for a full month.</p> <p><b>Safety</b></p> <p>The pavement area outside the Centre is extremely small at parts and the mix of overflowing tourists and coaches/lorries is a recipe for a major accident. The street was given space to breathe, making a much more enjoyable experience for visitors. I presume pollution levels would be down in this area which is a positive considering we work with offices directly overlooking the street.</p> <p><b>Noise</b></p> <p>It's great to hear the hustle and bustle of people's voices, compared to the overwhelming drone of traffic. It makes a huge difference to the atmosphere in the area.</p> <p>However, we did have an issue as the space attracted multiple buskers...</p>

	<p><b>Buskers</b></p> <p>A few days into the month it became clear that the crossing beside Jeffery St and St. Mary's St was being advertised as a busking slot. We believe this was being managed via the Fringe office, who when we contacted them said "This isn't an official Fringe pitch but many of the same buskers that work with us will be using this space as they have added it as part of our morning draw.". The amplified music impacted on our smaller performance space in the Centre, which meant it became a daily task for us to liaise with buskers to give them slots when they could play without disrupting our performances. We managed this accordingly, but would wish for clarity on whether buskers are being encouraged to play in this area. It could have a severe impact on our Fringe programming which is vital to our year round economy. I am aware we were not the only local business to complain about this and it doesn't seem in keeping with the concept of giving the street back to pedestrians. Did the Cowgate and Grassmarket areas have big posters telling buskers that amplification wasn't allowed?</p> <p><b>Access</b></p> <p>Placement of the barriers needs to be in a way that doesn't block the dropped pavement on either side, so that wheelchair users/buggies etc can get up to the pavement from the road if arriving by car and down on to the road again on the other side of the barrier to be able to enjoy the traffic free street. We would also suggest that Parking beside the South Gray's Close barriers needs to be further restricted to allow for vehicles to get as close as possible and then be able to turn around to go back up the Royal Mile. It would be great if there was the possibility to increase visual attractiveness of the pedestrian area (bunting, colourful banners etc) which would attract people down the Royal Mile from South Bridge. We had small issues around deliveries for our Café and Theatre shows, but nothing we couldn't work around with minimal fuss.</p> <p><b>Finances</b></p> <p>We enjoyed an increase in event, café, museum and book shop income. There is no way of knowing whether Summertime Streets was a contributing factor to increased visitor numbers, but it certainly does not seem to have had an adverse effect.</p> <p>Thanks again, we look forward to hearing more information about future plans!</p>
Living Streets	Although significant criticism, would encourage better planning and organisation to do again.

**Comments on 'Summertime Streets' 2019** Living Streets Edinburgh Group (LSEG) strongly supports the concept of 'summertime streets'; ie closing streets to motor traffic during the festival to create more space for people to walk in safety to enjoy Edinburgh, its sights, shows, shops, bars etc and to make a better environment for local residents. LSEG first called for such measures in 2015: <https://www.livingstreetsedinburgh.org.uk/2015/11/16/car-free-edinburgh-for-festival-for-2016/>. We have the following observations to make on specific locations. **Cockburn Street, Victoria Street** These streets were well stewarded and in our view worked best. However, we are not clear why there were so many cars parked in Cockburn Street in particular. The ugly metal barriers used block off the streets to vehicles should be replaced by ones which are more 'people-friendly' and show clearly that walking is permitted (and indeed encouraged!) **Candlemaker Row** Our feedback was generally positive on this street. However, many tour coaches ignored the ban with apparent impunity and this requires better management. **Cowgate** Summertime Streets was not a success in the Cowgate. As was amply demonstrated on social media, the ban on motor traffic was completely ignored by many drivers, including licensed private hire cars and taxis. There was usually little if any staff present to manage the restrictions. Pavement parking was rife (as in previous years) and the police appeared to show no appetite to deal with the frequent 'moving vehicle offences'. The restrictions in our view should start from 12.00 midday or 14.00, with all servicing of bars, restaurants etc taking place before then. Appropriate access to courts, the mortuary etc could be provided through special arrangements, use of Guthrie Street etc. **Lawnmarket** This was also unsatisfactory. Taxis and many tourist coaches use the roundabout at the foot of Castle Hill to turn, completely undermining the 'car-free' environment of the Lawnmarket. Stewards, who had the difficult job of managing this conflict, were frequently observed shouting at pedestrians to get out of the way of vehicles. Vehicles should therefore be banned entirely from Johnston Terrace during the traffic restriction period. **High Street/South Bridge** We were pleased to see barriers providing wider walking space on the west side of South Bridge near the Tron - a high-risk space for pedestrians. We note the problems reported by residents about diversion of bus routes on the Canongate and would not object to buses (but not general traffic, including taxis) continuing to use the street during the festival. At the other end of the High Street, the police appeared to be prioritising vehicles exiting from St Giles Street over pedestrians - this section of the High Street (to Bank St/George IV St) needs to be improved. There should be no vehicle access to Parliament Square during the festival, allowing this grossly under-valued space to be better used by people on foot. **Conclusions** We welcome the Council's introduction of traffic restrictions in 2019. However, we want to see the idea improved and extended in 2020 particularly by: • extending the hours of traffic closures; • extending the traffic closures to more streets; and • improving enforcement/staffing of traffic restrictions.

<p>Radical Travel</p>	<p>I wanted to take a minute to provide feedback on ‘Summer Streets’</p> <p>The summer streets didn’t affect us too much. In fact, the closure of the Royal Mile to Blackfriars helped us in a way, it meant that we could load our tour up outside our address at 60 High Street easier being that there wasn’t any traffic.</p> <p>However, we do feel that the right turn from the Mile down the Bridges was/is so busy that it is very dangerous.</p> <p>Our tour returning in the evening had to drop off at Waterloo Place since the mile was closed. The bus stops that are provided for tours were all very busy, the whole area was very busy. Further to this it took a huge amount of time for our coaches to get from one side of Princes Street to the other.</p> <p>I met with Daisy form the Edinburgh Transformation the other day. We are very keen to be involved with the changes that are going to be happening to the city centre over the coming years. It all is hugely exciting and we feel that it would be good for not only us, but for other tour operators to be involved</p>
<p>Historic Environment Scotland Edinburgh Castle</p>	<p>As part of a consultation exercise, we have been asked to comment on the Summertime Street initiative implemented by The City of Edinburgh Council.</p> <p>As the Executive Manager of Edinburgh Castle, we would wish to concentrate on four main areas of concern –</p> <ul style="list-style-type: none"> <li>• Ensuring a clear and unobstructed access for pedestrians approaching Edinburgh Castle via Castlehill.</li> <li>• Access for coaches to drop off Tour Groups on Johnston Terrace and Taxis with less able passengers.</li> <li>• Barrier systems to assist (rather than hinder).</li> <li>• Staff operating and policing the barriers having a five-star approach to visitor service.</li> </ul> <p>Over the first few days of the initiative, our own Edinburgh Castle staff received a number of verbal complaints from visitors who thought that the staff manning the roundabout at The Hub were employed by Edinburgh Castle and expressed their dissatisfaction with both the welcome and the lack of civility used by the security company. A number of managers witnessed the situation (as well as a number of the other</p>

Castlehill businesses) which was chaotic. The staff were trying to deliver the impossible task of keeping pedestrians – many of who did not speak English - moving in the direction they were briefed to deliver. Unfortunately, the staff response was to shout even louder which resulted in more confusion and unhappiness. This did not create any sort of welcoming atmosphere for visitors, and many of the Castlehill businesses reported a considerable drop in footfall which they perceived as a direct result of the new initiative. Due to these concerns, a meeting was arranged at short-notice with council representatives and as a result, the staff in this area moderated their approach and allowed the free movement of pedestrians - only stepping in to clear pedestrians when a vehicle needed to turn on the roundabout at The Hub. This undoubtedly improved the situation.

The large concrete barriers with yellow tape closing of the top of the Lawnmarket looked very makeshift, as if roadworks or a street incident was taking place. This also seemed to confuse visitors as to whether they should be near this area at all or within the Lawnmarket. The vacant space inside was subsequently utilised by Street Performers who created logjams and impacted on local businesses and pedestrian flow. My understanding was that the priority was managing visitor flow and this creation of new and additional street performer space only increased the previously identified challenges.

Possibly following the concerns and criticisms raised at the meeting at the City Chambers, a new approach was taken on the last Open Streets Day which was held on the first Sunday in October. On this day, the whole of the roundabout at The Hub was barriered off to create a pedestrian-free zone for vehicles turning (pictures attached). While this may well have satisfied the requirement of a safe area for vehicles to turn, this should not be adopted for the Summertime Street initiative for the following reasons -

- The amount of barriers used was extremely oppressive and gave the impression that roads were closed rather than open to pedestrians (Attachment 1)
- The number of summer visitors could not possibly be channelled up the narrow stepped pavement area without severe congestion and the risk of accidents (Attachment 2)
- Council vans parked up on Castlehill to facilitate the delivery and uplift of these barriers added to the impression of extensive roadworks being carried out which put off pedestrians rather than encouraging them to visit (Attachment 3)

We require to work collaboratively to agree a workable and effective compromise that allows certain necessary vehicles access and drop-off via Johnston Terrace with the ability to turn. The aesthetics of the



	<p>barrier system must be more welcoming and less oppressive, with staff providing a friendly and welcoming approach to our city's five-star and iconic attractions. Market research and visitor surveys have evidenced that Edinburgh Castle is a major factor in visitors from all over the world deciding to visit the city which contributes heavily to the reputation and commercial success. We cannot endanger this through ill-thought out attempted solutions allied with poor customer service</p>
<p>St Columba's Free Church Johnston Terrace</p>	<p>Our church is right in the epicentre of street closure, and generally it has been ok - with access usually being permitted for cars with elderly or infirm occupants to get access to the church. (We are fortunate to have a mainly younger congregation of around 200, many of whom are able to walk to church). However we do have many families with young children who dont live close and access to public transport is limited (both due to location and limited Sunday running of buses).</p> <p>It would help to be clear, when they have to take a car, where they can park on Johnston Terrace - as the stewards seemed very unsure. And some of our young mothers who are parking have been subjected to abuse from Tourist bus drivers who can be both aggressive and territorial! (We witnessed a full blown fist fight one Sunday morning between two competing bus drivers - mental!)</p> <p>Many visitors and locals that I spoke to over the summer did complain about the stewards at the mini roundabout who were attempting to keep the area clear of pedestrians so that buses and cars etc could turn. (Thankless task, I agree) However, there must be an alternative to young staff hollering and shouting - sometimes quite aggressively - at bemused tourists going about their visit!</p> <p>My only other comment is that the temporary nature of the barriers, along with the unsightly terrorism blockades make for a less than appealing and attractive welcome for visitors to our World Heritage site at the top of the Lawnmarket. Not good.</p>
<p>The Hub Edinburgh International Festival</p>	<ol style="list-style-type: none"> <li>1. The restrictions were very tight, only allowing single file movement of pedestrians through barricades. This had a very negative impact on visitor numbers to The Hub as access was totally restricted.</li> <li>2. Barriers were there to protect the public from transport turning on the roundabout at the bottom of Castle Hill and Johnston Terrace. Can barriers be moved when vehicles are needing to turn, and not be in situ for the duration?</li> <li>3. Stewards were extremely loud, and would shout at members of the public (most of them foreign and visiting our city), not a great first impression of Scottish hospitality.</li> <li>4. The area looked like it was closed off and not open to the public.</li> </ol>

<p>Local Business High Street</p>	<p>As a business manager of a shop I have been urged to give feedback on this August's 'summertime streets' initiative. While I believe a pedestrianised zone could be a welcome part of the festival, it seemed entirely unmanaged which led to problems for us and our neighbours. We have enjoyed the 'open streets' Sundays, with activities and coordinators, but this programme appeared to be purely a closing of the street, with no real purpose or community focus (especially coming as a complete surprise, with no prior consultation or communication). When the barriers went up, they were not at all aesthetically pleasing, and definitely had the 'police incident' look about them.</p> <p>The most affecting issue, however, was definitely the non-stop daily programme of unofficial buskers and performers attracted by the lack of traffic (and our position right at the dead-end created by the barriers). As they were not being managed or supervised in any way, the resulting crowds were constantly pushing up against our shop, blocking our window display and even our doorway, and sometimes sitting on our windowsill! Tourists believed they were partaking in an official fringe street performance, so when (politely) asked to move up by our staff, they were not often obliging or polite. The performers were 9 times out of 10 using very loud amplification, only a couple of meters from the shop - we could hardly hear our customers at some points! I witnessed a fellow shopkeeper repeatedly asking a chap to turn his sound system down, and being heckled as a result.</p>
<p>Canongate Kirk</p>	<p>Thank you for the opportunity to provide feedback regarding the Summertime Streets project.</p> <p>Our main issue with this was the re-routing of the No 35 bus which meant residents and church goers were left with no means of public transport up or down the Royal Mile. The original information letter that was sent to us about Summertime Streets had a paragraph detailing how residents could make use of a 'dial a taxi' service. However, when I rang the number for more information, no-one knew anything about it. To be fair, the person I talked to took a message and I was emailed later that day with information on how to book a taxi with a PIN code etc but this whole process took a long time and was overly complicated. Some of our members are infirm or disabled and need a vehicle to get them as close to the church as possible. There still does not seem to be a reliable and straightforward way of allowing this to happen when the roads are closed.</p> <p>I also thought it would be helpful for you to see a copy of the email that Rev Neil Gardner recently wrote to John McNeill, Senior Manager for Public Safety, describing how road closures can affect the life of the church. I realise this covers other situations with which you are not connected but it illustrates how frustrating it can be for Canongate Kirk to carry out its regular services and other events that have been</p>

	<p>booked months in advance. Summertime Streets, Open Streets, road closures due to events or marches, whatever the reason, it is very important we can continue to reassure our parishioners that they can easily attend church as before.</p> <p><i>Dear John</i></p> <p><i>You were copied in on the e mail exchange below and must have wondered what it was all about?! I should have been in touch sooner, but the question arose out of a conversation with the Lord Provost a fortnight ago about the lack of communication we at Canongate Kirk had received over the pro independence march that had taken place on the Royal Mile the previous Saturday afternoon. By good fortune we had no wedding service that day, but had there been one it could well have been ruined. A fortnight before we'd had to endure a Brexit march during a wedding service and the day before that a climate change protest march during a memorial service, but at least in both those cases we had had some prior notice and communication with the police and other agencies involved. This was not the case in the run up to 6th October, which saw a noisy parade take a couple of hours to pass the gates at exactly the sort of time weddings are normally held. I realise this is one of the hazards of our situation on the Royal Mile but these recent experiences have come on top of the introduction of the Council's Open Streets initiative when the road is now closed to traffic on the first Sunday of every month. I'm afraid local churches inevitably refer to it as the Closed Streets initiative as it only prevents people coming to church! This can all be very frustrating. This may or may not be your department at all, but I suppose all I am asking is that consideration is given to long-planned events in the city-centre churches when parades and protests are arranged at what often seems to be quite short notice. And as I suspect there may be more coming (!) I just want to flag up our concerns particularly where weddings and memorial services are involved, many of them arranged for Saturday afternoons. I have no desire to deny anyone their democratic right to protest, but this does sometimes seem to ride roughshod over others' rights to hold a significant service without at the very least a backdrop of shouting and banging and at worst a police escort.</i></p>
Benjamin Tindell Architects	<p>We were delighted with this initiative and consider that it bodes well for the planned improvements for George Street to Meadows.</p> <ul style="list-style-type: none"> <li>• The closure of Victoria Street provided an additional significant free outdoor venue, relieving pressure on the High Street.</li> <li>• The closure of the Lawnmarket likewise, spreading and enlarging the Festival.</li> <li>• We did not see so much of George Street but it too seemed to benefit. I think it showed that the proposal for trees is unnecessary.</li> </ul> <p>In due course, it would be good to make the design of temporary arrangements much better.</p>

	<p>Have you obtained a copy of the new book, Soft City, by David Sim, of Gehl Architects? I cannot recommend it too much. As you will know this is the kind of work they have been advocating based on scientific and empirical knowledge of several decades.</p>
<p>Local Business Cockburn Street and Victoria Street</p>	<p>We have experience first-hand of the “Summertime Streets” experiment.</p> <p>In terms of effect on trade for our shops, it had a negative effect and we lost a lot of trade due to this. The reasons for this are simple. When people walk down pavements, they are close to the shop windows and are often intrigued by what they see by which in turn encourages them to visit the shops and purchase goods.</p> <p>When the roads are blocked to traffic, people simple use the middle of the road as a corridor in which to walk down and this affects trade negatively. There is no need for Cockburn street to be closed to traffic as the pavements are wide enough to create a very safe space for tourists. Also, people are generally not stupid enough to walk into oncoming traffic. The same can be said for Victoria Street. Any traffic that moves on those streets moves at a snails pace anyway which minimizes danger to tourists.</p> <p>The closed street attracted noisy, amateurish acts, drunks and drug abusers, some of whom were aggressive and abusive towards shop staff, (and tourists), who were trying to get some peace from the barrage of noise coming towards them. One “Act” screamed at the top of his voice, when approached by an understandably irate shop owner, that there was a “Man loose with a gun and that there was a gas leak”. He said this with the sole purpose of clearing the street. The shopkeeper called the police and the police did absolutely nothing about it but issue a mild warning. He should have been dragged off for that. On Victoria Street, we had a truly dreadful piper one day right outside our door blasting away for 15 minutes at a time. One of my customers closed our door to try and kill the racket. He had a cardboard sign at his feet which read “BEER FUNDS”. He had no permit for this and was eventually chased away by myself and another shop owner. We had a clown with chainsaw creating a racket outside our shop on Victoria Street. I couldn’t even talk to customers through the deafening racket, talk about noise pollution! Also, groups of people gather around these performers and block the entrance to the shops. The Summertime Streets project has turned Cockburn Street and Victoria Street into anarchy. Where are the fringe staff or council staff to check if these people have permits? Another point worth noting is the</p>

	<p>belligerent attitude of the security staff. They were hassling shop owners to use their toilets and generally being cheeky and abusive.</p> <p>Cockburn Street and Victoria Street are two of the main shopping streets in Edinburgh and I wonder why this should be damaged and interfered with?</p> <p>Personally I feel that although this project was conceived with good intentions, it has been poorly executed with the result of the law of unintended consequences of disorganized chaos coming into play.</p> <p>We are local employers with 12 staff on the payroll. We provide two beautiful shops which have cost us a fortune to do up and we are taking a daily risk by opening up the public in the hope that we make enough to pay all of our overheads.</p> <p>Why are the council doing this to us? It's shocking, infuriating and pointless as far as I could see. If you're insistent on continuing with this project, the very least you could do is set up an advertising program to direct tourists to "Two of the best shopping streets in Edinburgh".</p> <p>I think you'll find that every other shop/business owner on the streets are of exactly the same opinion as myself.</p>
Supreme Courts	<p>I am the Building Manager for the Supreme Courts in the High Street.</p> <p>On the whole we were not too put out by the road closures as we were aware they were happening. Unfortunately though a number of our customers were completely stuck!</p> <p>With the closure of Victoria Street many people were delayed arriving at court. Most were being dropped off by friends or relatives but once their driver had committed to going up Victoria Street to get to the High Street they were then stuck with no other route to take. If passengers were to get out and walk, it might not be a long walk, but if you are elderly or have mobility issues it is a very big hill to climb.</p> <p>Other than that we didn't really have any issues.</p> <p>One note for next year, I have heard rumours that the Cowgate may be closed as well as other streets. This would give us problems as this is our only parking / delivery route during the Festival when the High Street is also completely closed to traffic. Please let me know if there are any plans for this closure!</p>

<p>Local Business Jeffrey Street</p>	<p>Please please rethink putting barriers on the Cannongate / Lower Royal mile during August. It was very detrimental to trade, caused traffic jams on Jeffrey and St Marys street and seemed to serve no positive purpose.</p>
<p>Police Scotland</p>	<p><b><u>Observations 7th August</u></b></p> <p><u>Mound.</u></p> <p>The Mound / National Galleries of Scotland area appeared well controlled with close liaison between Fringe staff and G4S.</p> <p><u>High Street and surrounding streets (there were a few issues).</u></p> <p>1115hrs. The National Barrier Asset at St Giles Street was still open at 1115hrs (should have been closed at 1030hrs). Spoke to the G4S staff who said he was waiting for a supervisor to come and close it.</p> <p>1120hrs The City of Edinburgh Council, Vehicle Deterrence Barriers (commonly referred to as the McNeill Asset) were in place at the junction of Bank Street (George IV Bridge) / Lawnmarket and Lawnmarket / Johnston Terrace. However the National Barrier Asset(NBA) between them (High Street) was completely open. If the NBA isn't closed then the danger is that a vehicle can drive westwards or eastwards though the crowd and though the open NBA. If the NBA is going to be open then I'd question why we have it there when it could be deployed elsewhere.</p> <p>1130hrs Several vehicles were parked in Victoria Street. The closure created a performance area in Victoria Street at the Junction with Grassmarket (approximately 50 people standing in the street watching a street performer). There didn't appear to be any enforcement of the TTRO in Victoria Street. As there were no barriers at the junction with George IV Bridge, a vehicle could travel down Victoria Street injuring those congregated on the roadway and into the assembled crowd in the Grassmarket.</p> <p>1155hrs</p>

Several vehicles were parked in Cockburn Street. As with Victoria Street, there wasn't any enforcement of the TTRO.

1205hrs

The Summer Streets barriers were in place between South Bridge / John Knox House and Jeffrey Street / John Knox House. As a result (as with Victoria Street) a performance area was created outside John Knox House. The performer at the time attracted quite a large crowd. My understanding was that Summer Streets would not be used as performance areas.

**Observations on 15th August.**

**High Street and surrounding streets.**

The National Barrier Asset at St Giles Street and Lawnmarket (outside the High Court) were still open at 1050hrs (supposed to be closed at 1030hrs).

As per my 7th August observations, the City of Edinburgh, Vehicle Deterrence Barriers, at Bank Street (George IV Bridge) / Lawnmarket and Lawnmarket / Johnston Terrace, were in place but NBA still completely open. Issue raised with CEC Roads Dept. and informed CEC didn't see the need for the NBA to be closed as CEC measures in place. I highlighted my concerns (as per 7th August and the reason for the NBA being there) and asked that consideration be given to the NBA being closed during the times of the Summer Streets TTRO (the NBA remained open and as a result the vulnerability remained throughout Summer Streets).

As per 7th August observations, the closure of Victoria Street created a performance area in Victoria Street at the Junction with Grassmarket, creating danger to performers and audience from a vehicle attack. In addition, the barriers in place between South Bridge / John Knox House and Jeffrey Street / John Knox House, created a performance area outside John Knox House, which was in use again on this day.

**Observations 21st August**

Cockburn Street was just a car park. There were 27 vehicles all over the place, a few resident permit holders, a couple of disabled pass holders and the rest without passes just parked up. I asked the stewards

	<p>if NSL had ticketed any vehicles, but was told that none had been ticketed. I later contacted NSI and asked what instruction they'd been given about enforcing the TTRO and was told there was some confusion about the conditions attached to TTROs within Summer Streets. I then contacted CEC Roads Dept., made them aware of my conversation with NSL and was informed that someone would contact them and clarify any issues. As you'll see from my observations the following day, nothing changed.</p> <p><b><u>Observations 22nd August</u></b></p> <p>Following my conversations about the lack of enforcement of the TTRO in Cockburn Street, I attended at Cockburn Street to see if the parking was any better than the day before. As you'll see in the attached photographs, it was still a car park. Five of the vehicles were displaying 'Blue Badges' the majority of the others had nothing displayed. I spoke to one shopkeeper whose car was parked outside his shop and was told that he was being allowed to 'pop in and out' throughout the day. I was there for about 25mins and the car never moved.</p>
Resident	<p>First of all thank you for giving us the opportunity to feedback on this initiative.</p> <p>I have a few comments which I'd like to make:</p> <ol style="list-style-type: none"> <li>1. The change of street use was sprung on us without consultation or warning.</li> <li>2. While we support fully Council targets to reduce air pollution and congestion in the city, we think there are huge inconsistencies in the Council's approach. In particular we would like to know what the Council is planning in terms of reducing aviation into and out of Edinburgh airport. After all, cheap flights is the main driver behind all of our congestion problems as it draws in huge numbers of short- term visitors using taxis and filling the Old Town pavements. Does the airport area itself feature in the Council's statistics regarding air pollution and carbon footprint?</li> <li>3. The Summertime streets initiative was just one in a long line of road closures which we experience, such as Open Streets and Cycle events, horse events, Marathons and Filming as well as reduced parking due to Castle visitors. You will understand that it all adds up to massive inconvenience to anyone who lives in Edinburgh who NEEDS a car to access homes, places of worship, neighbours, work commitments in the city-centre. We don't run a car but several of our elder members at St Columba's-by-the-Castle Episcopal Church need to park near the level top of Johnston Terrace to exercise their human</li> </ol>



right to worship. I know a Health Visitor who lives in the Grassmarket who needs to drive to her work appointments. I know another resident who was stopped on her way home in her car and told that she should be home before 7pm!

This all begs the question - does the Council care more for tourists and events more than its residents? this is a very important question.

4. The closures to traffic INCLUDING bicycles at the top of the Lawnmarket and Victoria St were initially helpful for pedestrians going about their business but as soon as the Festival, the situation for pedestrians and cyclists was worse than usual as crowds stood around watching street acts and blocking the way.

5. One day I wanted to cycle from the top of Johnston Terrace to The Mound and George St. I was unable to cycle through the Lawnmarket and yet it was extremely difficult to push my bicycle through the crowds on the pavements. Obviously I couldn't carry it down Milnes court. What would you suggest?

6. The pavement congestion is not helped by the "security" barriers which appeared 4 years ago, we thought temporarily. Indeed I worry that, if there was a need to evacuate quickly from an incident they would cause crushing on a large scale. You may be interested that one day in August, I found myself next to a street-cleaner who was unable to pass through one of the barriers as not one tourist would pause for him, so I had to ask them in a loud voice to let him do his work.

I don't like being negative so I will try to make some suggestions:

1. Plan special events supposedly for residents in other parts of this beautiful and varied city for instance the Cycle Day would be fantastic along the shore-line at Granton as would the Marathon.

2. Don't close streets to Edinburgh residents and workers but give them a pass if they apply for one. Meanwhile by all means promote good bus services , walking and cycling.

3. Stop giving planning permission to new hotels and short-term rentals. Rejuvenate The Old Town as a residential area.

4. Support measures to stop Air B and B.

	<p>5. Impose large arrival taxes at the airport.</p> <p>6. Include flights in and out of Edinburgh in carbon and pollution monitoring.</p> <p>7. Remove the "security" barriers.</p> <p>8. Work with the Fringe to reduce the number of performances while encouraging better quality.</p> <p>I think these measures would address the causes of our congestion problems and improve our quality of life.</p>
Resident	<p>Thanks for the opportunity to feedback regarding the summer streets road closures. I've forwarded this to our friends at another church who use our building throughout the year and would also have been affected by the closures.</p> <p>Our Salvation Army church runs its own venue during the Fringe, which was active from 8th August to the end of the Fringe season. Most days during August, we were driving to the church for our work, because we have a large family and are often moving equipment between home and church. We also had friends and family visiting and helping at our venue so there were more people to move around during the summer.</p> <p>We live outwith the city centre and our direct drive to the church is through Holyrood Park, up Holyrood Road and then Pleasance. As such, throughout the year we are affected by the regular road closures in the park and around Royal Mile for Open Streets and other events. Combined with the regular and persistent road works around the city centre, we're used to finding alternatives to the shortest route... a skill which will continue to be useful over the coming years of city centre development, no doubt.</p> <p>My thoughts on the closure at the junction of East Adam St and Pleasance, literally our front door at church, and the regular closure around the corner at Roxburgh theatre for their outside space.</p> <p>1) Generally, I though the East Adam St junction closure combined with relocating the Venue 33 taxi rank, the temp. pedestrian crossing and concrete bollards a good idea. For several years we've watched chaotic moments as pedestrians randomly crossed at the junction in large numbers while taxis did u-turns and regular traffic moved through the three way junction. I've been surprised no one has been injured.</p>

The measures seemed to reduce this conflict significantly, though it didn't fully prevent them. We didn't feel as if our own access to our church was inhibited. The temporary crossing point was used regularly throughout the day.

2) The amount of temporary fittings to define the closures - the red/ white barriers etc. cluttered the area: I felt that the pedestrian crossing was not always easy to see, nor the place for traffic to stop on a red light easy to define. The signs for the road closure and temporary advertising hoardings added to this. I found this ironic given the stance on shop A-frame signage blocking pavements!

3) The taxi rank seemed to move or be poorly defined: the location at the end of New Arthur Place wasn't clearly signed for some time and seemed to be not in use for the first few weeks of the Fringe as normal cars were often parked there. Taxis started using the opposite side of the road to Venue 33 on Pleasance.

4) The closed junction at East Adam St. moved after a few days. Initially the barriers were close to the give way line, but seemed to move up to the shoulder of the junction. The space then became a lay by, dropping off and delivery area throughout the day, sometimes with two or three vehicles stopping and turning at the same time. That seemed necessary, but also didn't seem to ease congestion and pedestrian safety.

5) Combined with the Roxburgh place closure and the normal one way at Drummond St and Hill Place, the only exit from the block was via Hill Place- which is sometimes slow because of the Nicolson St. junction. Several times we saw coaches, deliveries etc. wander in and find their way blocked at East Adam St.

6) Parking - we are blessed to have our own off-road parking space at East Adam St. and we found that this was blocked in only twice during the Festival, compared to almost every other day in previous years: I suspect being a dead end reduced the cars venturing in our direction. However, we found that West Adam St was double parked on many evenings, leaving just enough space for a car to drive between with inches to spare: probably a fire engine would have struggled. We've not seen this in previous years. Again, this was the only exit from the estate because of the Roxburgh closure and permanent one way streets. I was concerned by this as it meant evening access to the various flats, the nursery and university buildings on the block was reduced.

	<p>On a wider scale:  We found that when the park was closed for Sundays and a few other events, that, combined with the Summer Streets Royal Mile closure above St. Marys St. (combined with probably the gas works at Easter Road / London Rd. / Abbeyhill area, the ongoing work on St. James centre area and closures in Cowgate / Grassmarket) there were massive traffic problems around the area. All the buses, coaches and sightseeing buses which would have continued up and down the Royal Mile were getting stuck turning on St Mary's St / High St. junction, causing very slow two-way traffic between there and Parliament. Week days were not too bad, the park mostly being open to traffic.</p> <p>Generally through out the year, I feel that it is the combination of road closures for events, the regular park Sunday closure and then continuing major road works, that causes congestion problems, or at least, significantly increases them - it is always worse on a Sunday when the park is closed, particularly if Parliament and Holyrood Gait are also closed off.</p> <p>For Summer Streets though - I think generally a good idea, particularly near our church in East Adam St./ Pleasance. I think pedestrian safety outside Venue 33 seemed better this year, though tempered by the comments above.</p> <p>Thank you again for the chance to give feedback - I don't often feel as if the opportunity is as easy as this with so many changes planned over the next few years.</p>
Resident	<p>I'd like to provide some feedback on this year's Summertime Streets. As I stay at the top of the Royal Mile, I was directly affected by it.</p> <p>Generally, I think the idea was good, and it was nice to be free of the eternal car horns urging pedestrians to get off the road, although this was replaced by frequent shouts of 'guys, off the road!' from the stewards. The barriers at the west end of Lawnmarket were rather unsightly, although I appreciate this was the first time they had been used and were needed to allow coaches to use the roundabout. What was more concerning was their somewhat haphazard deployment - it was not until near the end that they were used to fully segregate the roundabout from the pedestrian areas. They ended up running down Castlehill, around the east side of the roundabout and across Upper Bow. I would suggest that this arrangement be the norm if Summertime Streets is repeated next year. The easement of parking restrictions to make up for the loss of space in the Grassmarket, West Bow and Victoria Street was very welcome, too.</p>

	<p>However, what did spoil the whole thing was the proliferation of amplified buskers and silent discos, which made the noise quite unbearable at times. I work from home, and frequently had to decamp to the library just to get some peace to concentrate. I would be strongly in favour of a serious crackdown on the use of amplifiers, even during the Fringe. No ifs, no buts, no exceptions. Just stop it. The Royal Mile is a residential area, and should not be subjected to impromptu gigs just because the traffic has been stopped.</p> <p>The problem with the silent discos was that they were anything but silent. The organisers encouraged the participants to sing at the tops of their voices, which just added to the din from the amplifiers. One in particular used to stop on Lawnmarket and get his group to make so much noise that I came close to throwing a bucket of water over him. The only reason I didn't was the risk of hitting a bystander. Moreover, the groups are encouraged to just barge through the crowds, and as they're preoccupied with their headphones, there is a risk of colliding with other people. I saw several incidents where parents had to hurriedly pull their children to safety - this occurred in the Grassmarket, Lawnmarket and High Street.</p> <p>If the noise problem can be addressed, I think Summertime Streets could be a valuable addition to Edinburgh's summer next year. If it can't, I'd rather not see it repeated.</p>
Resident	Hi, just to say I think this was a great initiative - well done!
Edinburgh Quaker Meeting Place and Fringe Venue	<p>As an organisation, Quakers are very strongly in favour of actions that reduce pollution and use of fossil fuels, so in general we are very supportive of measures that reduce vehicle traffic in the city centre. However, we did find that this summers's new arrangements had some quite negative impacts on us which I hope will be considered when planning for next year.</p> <ol style="list-style-type: none"> <li>1. The closing of Victoria Street to traffic led to buskers regularly setting up on the street below the Meeting House, using excessive amplification. Sound levels were such that some buskers could be clearly heard <u>inside</u> our Fringe theatre venue with double-glazed windows closed. This prompted complaints from theatre companies and audiences, and led to managers having to go out to ask buskers to move/reduce volume on an almost daily basis. Not all buskers were cooperative when asked to move or to return after a show had finished. This added considerably to the stresses of running a busy Fringe venue.</li> <li>2. On other nearby streets, there were signs stating that buskers shouldn't use amplification - there were no such signs on Victoria Street. Having said that, we literally saw amplified busking taking place <u>next</u> to these signs in other parts of the city, so people weren't taking much notice anyway!</li> </ol>

	<p>We would ask that there should be much greater enforcement of rules concerning busking if the Summertime Streets idea is repeated. Otherwise this could lead to us losing future business from theatre companies and indeed audiences.</p> <p>3. The combination of closure of Victoria Street and Lawnmarket plus road closures because of the Tattoo meant that it was quite difficult to identify times when arriving theatre companies could get vehicles to our building to drop off sets and props. Companies who arrived later than planned due to traffic delays (often after very long journeys) were sometimes allowed access by stewards, but on other occasions this wasn't permitted. A bit more flexibility would have been helpful, and also greater notice of road closures prior to August so that we can pass this on to companies.</p> <p>We hope that this feedback will be included in your evaluation. As stated earlier, we are generally very much in favour of a bias towards pedestrians on city centre streets, but these issues did cause us difficulties.</p>
Resident	<p>Hello, I believe that there is a review of summertime streets and that the way to participate is to contact you by email. I have a disability which restricts my mobility. I am a keen Festival goer, particularly the Book Festival.</p> <p>In my opinion the biggest problem is that Edinburgh tries to do too much. It is a tiny city, why have concerts, sports matches, cruise ship visits and open air gigs at the same time as several major festivals? The council could do a lot to stop the build up of pressure on a small area by denying permits for some of these activities - this would result in the City being a more pleasant environment for everyone. This might lead to sustainability - the situation this year felt like a 'pressure cooker' that was about to go off at any moment.</p> <p>From my own account I avoided the closed streets during the Festival. I do not feel safe in large crowds and need the reassurance of being able to get away by bus, taxi or car. A friend fell in the affected area and had to lie on the pavement for an hour waiting for an ambulance ( we could have picked her up had we been able to get to her) and during that time people walked over her - someone even went over her arm with a wheeled case. Closing streets poses risks to vulnerable people.</p> <p>I also have concerns about the message that seems to be emerging that Edinburgh is now a 'party city' especially at Festival time. It is not. The City Centre is a place where people still try to live, to bring up children and to work. Closing streets but allowing mobile discos, buskers , open air bars and so forth is not</p>

	<p>respectful to residents, some of whom will inevitably be dealing with life's challenges ( a sleepless baby, ill health, bereavement, or other stress ) I cannot imagine how awful it would be to have street performers and open air entertainment going past my window many times a day in such circumstances. Closing streets encourages the message that the City is now a holiday resort. There needs to be a clear statement made - and repeated many times- about expected standards of behaviour from everyone , tourists, group leaders and performers - and what happens if they are infringed - strictly enforced of course.</p> <p>Finally - the closure of so many streets coupled with the crowds had a significant effect on buses. Obviously the change in route of the 35 was a poor decision, as there is little enough public transport in the Old Town and people rely on it to get about with daily activities. From my experience just about every other bus was also affected. Most were full to capacity, I saw people with Zimmers and other mobility aids having to stand because there were no seats at all made available to them. Buses did nor run to timetable and stops were moved - this is particularly difficult for those of us with limited mobility to manage because it is so difficult to walk to another stop and/ or wait a long time for a bus.</p> <p>I know so many older and less able people who just stayed at home for the entire of August because they did not want to face going into town. Is this what the Council wants ? It is hardly inclusive, and I would not consider summertime streets or any other measure to change the way that people move around the City Centre a success until the needs of ALL residents, including older and less able people are met.</p>
Ghost Bus Tours	<p>The feedback I've received is as follows:</p> <ul style="list-style-type: none"> <li>- We were not as a company provided enough prior notice about this change to adequately warn our customers and make our own relevant changes to our route.</li> <li>- The program severely impacted our route as a sightseeing tour, prohibiting us from accessing the majority of landmarks that we would usually pass, which led to countless complaints and unhappy customers, delivering a subpar experience.</li> </ul>
Resident	<p>I am responding to a request for feedback about the Summertime Streets program implemented during the Festival season this year. My perspective is that of a resident and cyclist, and a former theatre worker who brought plays to the Fringe several times.</p> <p>I was not aware of the Summertime Streets program as such, only that more and more streets are given over to visitors to the city each year. This is no doubt good for visiting pedestrians but inconvenient for residents trying to go about their business, whether as taxi drivers, couriers or commuters. Similarly, the</p>

rerouting of bus services means nothing to visitors but inconveniences residents, especially the majority who are unaccustomed to planning their journeys far enough in advance to book the proffered taxi service.

There are already too many visitors to the city in August, something only encouraged by the Council's willingness to grant planning permission to any project which includes a new hotel. The Festivals Unit determinedly launches new festivals attracting further interest groups to the overcrowded pavements.

Every year the advertising for all these events spreads further and further along our roads, across parks, around lampposts and railings like a loud fungus, ugly and impossible to ignore. I call it the uglification of Edinburgh, which becomes little more than a giant billboard. The Meadows is horrible during the Festival. The Festival season has become all about the money – money from advertising, money from box office, money from venue inspections. It is an increasingly professional event which only those with considerable reserves can afford to participate in, either as performers or as spectators. Increasingly it draws audiences interested not in the arts but in famous names familiar from television. Well, the nature of things is bound to change; but this adds further to the congestion of the city.

I understand a survey has shown that more Edinburgh residents are now attending events, and perhaps the domination of familiar faces is why. While it will no doubt be argued that their attendance justifies the increasing closure of roads and services as being of local benefit, they are another element straining the capacity of the streets. Personally I go to less and less each year as the streets get busier and busier.

I understand that the Council is encouraging events to move to the suburbs instead of the city centre. Few performers will want to be far from the madding crowd; and do residents really want the Ladyboys of Bangkok in their back yard? In my view this will only spread the inconvenience of the Festival to residents' homes. And then the risk is that a city-wide Festival becomes even more unwieldy and pervasive.

There are too many visitors. There is an observable moment every August when the famously helpful drivers of Lothian Buses start to crack under the strain of ignorant passengers and death-defying pedestrians. I'm sure the same is true of other occupations. As a cyclist I find it increasingly dangerous to ride into town in the summer months because of overflowing pavements forcing me further into the path of cars or other pedestrians.



	<p>My own preference would be for <i>less</i> of the city's streets to be made over to the hoards, not more. Restrict advertising to the city centre where the events take place, not the lampposts and railings of my local park, a place of peace and nature.</p> <p>Furthermore, I would like a year off. Every few years Glastonbury does not hold its rock festival, to give the land a chance to recover. The same approach would be most welcome here. At the very least its absence might remind us all of the benefits of the Festival; at best it might remind us of what the overcrowded Festival obscures on the summertime streets.</p> <p>I hope this feedback is useful. If any of it requires explanation or expansion, let me know, although I know I have gone on long enough!</p>
<p>Local Business Candlemaker Row</p>	<p>Great idea, rubbish execution. If you close a street off, a sign is not going to stop vehicle drivers going up and down the street. I sent several emails to yourselves about traffic going up and down the street at all times of the day. An occasional wee man with a clip board is not enough especially as most would probably just have been following the bus or prison transport in front of them not even knowing the street was closed.</p> <p>As I said, great idea, poor execution.</p>
<p>Resident</p>	<p>My brother who has Down's syndrome and Alzheimer disease and his wife who has learning difficulties and is registered blind found it extremely upsetting. Their reasons were in relation to my brother was that the bus that picks him up was re-routed you go to the back of the complex he lives in in the high st. He was unable to maintain his independence due to his illness and had to have support to get on and off at the appropriate place. As it was only for a few weeks it was a struggle for family members getting in and out of town to cover this period for him. My sister in law gets picked up by a carer and travels on public transport as the bus wasn't available the walk up to the bridges was quite traumatic for her as she doesn't see well. At the end of her sessions the carers had to leave the other clients at Hunter square and quickly take her to the complex as she is unable to be out without support. I understand why it was tried however every year for the last 10 years the amount of footfall has resulted on occasions where they could not get access to or from their close and their life was curtailed during this time.</p>
<p>Resident</p>	<p>Further to the request for feedback on the Summertime Streets, my experience was limited to Candlemaker Row.</p>

	<p>I found this road to be much better to use than usual - much less parking, and much more room for pedestrians.</p> <p>Commuting by bike along this section was smoother and with fewer conflicts with drivers.</p>
Resident	<p>It is just a genuine offer, hopefully taken in good faith and for the betterment of Edinburgh.</p> <p><b><u>This year's traffic management of the roads in and about the city centre during our Festival were farcical and ill-advised by someone who obviously has no experience in traffic flow management nor the consequences of such alterations.</u></b></p> <p>Some of the decisions taken were beyond belief and accomplished nothing other than grid lock and lateness for events for patron's and frustration for others. (not opinion but fact)</p> <p>I offer my services as a 30 year Taxi Driver veteran and a person that knows all too well the problems and consequences of "adjustable traffic management" in Edinburgh during our busy times. I fully understand the reasons why traffic management was implemented, I just do not understand why it was implemented so poorly or incompletely.</p> <p>Just a few simple measures could have been put in place to alleviate a lot of the problems if a modicum of local knowledge was used.</p> <p>There is no doubt that this year's festival was the worst traffic congestion on record, not just my view but the views of many, You may not be aware but many Edinburgh locals boycott and avoid the festival and anything to do with the city centre in August for this very reason, Although the festival was initially for the people of Edinburgh, this is no longer the case.</p> <p>I appreciate and understand the financial gains that the festival brings to Edinburgh, but it could be so much more for everyone that includes locals, that otherwise choose to boycott the festival and city centre during August. (not an opinion, but a fact)</p> <p>I am not suggesting motorway speeds along Princes Street, just some common sense road management that is easy to implement by someone in the know.</p>

	<p>My 30 year's experience does give me an unique perspective and an unparalleled understanding of Edinburgh and its traffic management problems.</p> <p><b>Suffice to say that this year's traffic fiasco does our City no good what so ever, whether tourist or local or someone going about their daily business.</b></p>
Resident	<p>Your circular letter notifying residents of these operations said you were keen to receive comments on our experience of them. What follows are comments on my experience of the measures on the High Street between the Bridges and the junction with Jeffrey Street and St Mary's Street (I live off the Canongate). I am afraid this is going to be a lengthy email but I feel that is necessary to make clear how far the measures failed to meet the stated aim of making the streets easier and safer to walk around but rather grossly inconvenienced residents and introduced new risks and dangers for them and visitors.</p> <p>Notices on the barriers on the east side of the Bridges said "We're keeping this street car free and safe for you to enjoy this summer". In fact all that was car free at this point was a stretch of about 8 metres between the Bridges and Niddry Street. It might have appeared to the unwary pedestrian that the stretch east of that was also car-free but there was still vehicle access to the High Street from Blackfriars Street and egress down Niddry Street. So the risk of conflict between pedestrians and vehicles in this stretch was increased. Also, on several occasions I saw drivers come up Blackfriars Street, assume they had arrived in a dead end, do a U-turn and head back down Blackfriars Street (the wrong way down a one way street) - another source of danger. Also, in passing, one windy day I saw one of the barriers on the Bridges blown across the carriage way and it was only a matter of luck that it didn't hit a vehicle or pedestrian.</p> <p>The carriageway in the 100 metres or so of the east end of the High Street that was traffic free was so badly pot-holed that anyone walking on it risked a twisted ankle and, sensibly, most people stuck to the pavements. The pot holes were finally crudely filled in on 26 August - just at the end of the festival! A few street performers took advantage of this closure but generally they attracted little in the way of audiences.</p> <p>The measures on this part of the High Street led to the re-routing of the 35 bus. This was inconvenient for all local residents and particularly galling for those in the Canongate which continued to be plagued by tour buses, often nose to tail, seldom more than half full and often virtually empty.</p> <p>The passage in your circular letter about local bus services spoke about the availability of a dial-a-taxi service "If you live in Croft-an-Righ, the Canongate area and closes, the High Street area and closes or</p>

	<p>Dumbiedykes, and you are not able to walk to a nearby stop on Jeffrey Street, St Mary's Street, or South Bridge". The only bus running along St Mary's Street and Jeffrey Street is the 6. Residents of Dumbiedykes didn't need to go to those streets to access it as it continued to run along Holyrood Road. And by no stretch of the imagination can South Bridge be regarded as "nearby" Croft an Righ - even for someone young and fit.</p> <p>I pick on these points as they seem to me to illustrate the lack of understanding of local conditions underlying these measures generally.</p>
National Libraries for Scotland	<p>Now the Festival has ended I thought it would be worthwhile to summarise the effect of the summertimestreets project on the Library staff and to suggest a number of areas where the operation of this could be improved for future years.</p> <p>The overall effect was that there was widespread disruption to staff in our Lawnmarket and Johnstone Terrace offices. The noise from amplified buskers was such that we had to contact Police Scotland many times, meetings have had to be cut short and staff members have had to seek alternate places to work. A staff member was also knocked off their bike by a participant in a silent disco. At times there was dangerous overcrowding on the pavements. The only management of this was by the buskers themselves.</p> <p>While we support the festival and use our main buildings as a festival venue there are a number of areas that need to be improved for future years;</p> <ul style="list-style-type: none"> <li>(1) A number of signs need to be erected informing buskers that amplification is not allowed. Just one sign was installed at Lawnmarket – and this was in the second week of the festival. There need to be many more of these including on Victoria Street.</li> <li>(2) Proper marshalling needs to be put in place. During August a number of guards/security officers were in place permanently guarding the access to Lawnmarket and Victoria Street. However, they did not involve themselves with marshalling the busking activity – they focused on access. By contrast, just 100 yards away on the Royal Mile there is an organised attempt at street marshalling – with staff agreeing play rotas with the buskers and enforcing the non-amplification rule.</li> </ul>
Visitor	<p>I am a local Councillor in my home area but was enjoying a few days at your amazing festival but the taxi drivers are complaining about the difficulties of negotiating the High Street and the difficulties they have getting the elderly to the Tattoo. I suggested they might like to talk to you about these two issues but they</p>

	say they can't get through. So - i would be interested to see how you are coping with this? Winchester want to do summer streets too!
Resident	Inability to access the taxi service and difficulties for visiting friends to get to her house.
GRASS	<p>GRASS has been corresponding with Joanna about various issues relating to the Festival and the summer street closures and she suggested that we should send you a summary of our experience of the Festival this year. I shall try to keep it short and not go over old ground. Our response is based on discussions we had at our August GRASS meeting and comments we have had from other local residents. Wendy Hebard is separately sending you our responses to the recent consultations on the longer-term proposals for the City Centre Transformation project and the Meadows-George Street corridor. We also responded to the Low Emissions Zones consultation on line.</p> <p>You should know that the measures taken this year to cope with the increasing numbers of people in the Old Town during the Festival have led to local residents feeling shut out and that the Council cares only for tourists and their welfare. It has been very difficult for residents to go about their normal lives during the past few weeks and indeed to enjoy the Festival too. We hope that by expressing our views and telling you of our experiences, you will listen and support a very different approach to traffic management both during the Festival and in the future generally.</p> <p>Regarding the Summertime Streets closures and diversions, our experience is that these initiatives are confusing and sometimes conflicting. Residents are confused as to what streets are closing when and for what reason. The street closures have resulted in a log jam for much of the day from the West Port to the Cowgate with traffic at a standstill or moving very slowly. This also applies to Lauriston Place.</p> <p>The regularity of bus services both within the city and to other destinations has been severely affected by the various closures and diversions in the city centre, eg buses to Peebles are now taking half an hour between the bus station and the South Bridge/Chambers Street. The decision to reroute the 35 has resulted in many residents in the Old Town being severely inconvenienced and the taxi telephone service only operates during working hours. There are inadequate services taking people out of the centre after theatres etc come out with buses being full of Festival goers and therefore failing to stop.</p>

The closure of the Cowgate is too early at 7pm. With the closure of Chambers Street from early afternoon for Tattoo coaches, access for residents is already restricted. One resident who lives within the cordoned off area had to wait ten minutes to be allowed to enter with the police officer on duty remarking that he thought that all residents would be at home by 7pm. It was a small incident but telling of the perception that the few residents left in the Old Town are elderly and infirm or prepared to accept a curfew from 7pm.

The proliferation of tourist buses is very marked this year with the advent of 'bus wars' between Lothian and Bright Buses (owned by First Bus). I recently counted six of these, half empty, buses going up or down the West Port in the space of five minutes. Operators stop their buses at public bus stops and tout for business, resulting in further delays for public bus services. Encouraging tourist buses at a time when Edinburgh is considering anti-pollution measures is a sign of the lack of joined up thinking within the Council. Would it not be possible as a minimum to declare a moratorium on any new operators, ticket sales hubs and increases in bus fleets?

Street closures like Victoria Street were promised to be for public safety and comfort. In practice they have been taken over by Fringe street performers and amplified music buskers. Local pubs encourage this as a way of entertaining their customers in outdoor spaces which encroach ever more on the pavements. The Lawnmarket has become a performance space with audiences sitting on the steps beside the roadway thus impeding anyone trying to cross the street. Barriers at the top of the Lawnmarket and parking restrictions have also hindered people wishing to attend church. Residents' Parking in Victoria Street is suspended every day from 10.30am to 6.30pm with no compensation to those who have paid for their permits. How can residents be expected to move their cars every day for more than a month and battle to find a space in other streets, which are also subject to Festival restrictions?

Although not part of the Summertime Streets project, every year for three and a half weeks the Council passes over the control of access to King's Stables Road to the Tattoo organisation from 1pm until after midnight for their own staff use and for Tattoo buses to the exclusion of Residents' Permit and Blue Badge holders. This causes great inconvenience and some distress to those with disabilities. It is quite frankly outrageous. The Council needs to think again before repeating this arrangement.

The Fringe has grown by a fifth in the last five years and aspires to further growth in the future. Its management lies behind many of the problems encountered in the Old Town. Are record numbers'

	<p>sustainable when they drive the short term lets market and privatise public spaces? Given that the Council is a major funder of the Festival can it do nothing to address the disruption that the Fringe causes?</p> <p>The Tattoo is as noisy as ever. GRASS has been in touch with the organisers over many years about the noise of the fireworks, the low flying jet plane, parking restrictions and late running of performances etc to no avail. Meetings result in nothing other than PR about how the Tattoo benefits the city and how the now-nightly fireworks display is the highlight of the show. They also reassure us that they have all the permits and licences required by the Council. We should like to tackle these issues from the Council's perspective but have failed to identify any official who is responsible for vetting the Tattoo. Can anyone help?</p> <p>Our collective heart sank on learning that the Castle is now hosting a Festival of Light on four nights a week for five weeks in the run-up to Christmas between 5pm-10pm. We have had no notification of this. Historic Environment Scotland claims that this is not just for tourists but for Edinburgh residents who have not visited the Castle recently. At £20 a ticket this 'initiative' will be well beyond the pockets of many residents. Having to endure the Tattoo for three and a half weeks is it acceptable that residents should have another five weeks inflicted on them?</p> <p>We appreciate the support that you have given towards recognising that there are still residents living in the Old Town. Is there any way in which you can encourage your fellow Councillors to understand what is happening and think more carefully before voting for yet another tourism initiative.</p> <p>We should like to be involved in any consultation after this Festival and in particular any review of the Transformation project and the Summertime Streets closures.</p>
Resident	<p>This town needs good architects, designers and contractors. It's in a fine old mess. In my opinion this town needs. Good Draughtsmen, Good Architects, Good Contractors and Great Designers. Do you have any</p>
Edinburgh University	<p>I've now had feedback from all areas we thought could have experienced any impact throughout the Summertime streets operation and it has been confirmed this caused no negative impact to major UoE operations:</p> <p>Security Operations: No impact reported by officers carrying out Security operations  Parking: No impact reported by users of University parking facilities</p>

	<p>Waste Management: No impact reported by internal waste management team or external waste contractors</p> <p>Festival Operations: No impact reported</p> <p>Accommodation</p> <p>Catering &amp; Events: No impact reported</p> <p>Travel and Transport: Comments from Emma Crowther, our Travel and Transport Manager:</p> <ul style="list-style-type: none"> <li>• There was a clear health and safety benefit in allocating more space for pedestrian activity but my observation was that the addition of the temporary pelican crossing outside The Pleasance made a big difference to the safety of the route between there and George Square.</li> <li>• The diversion of Lothian Bus Service 35 to Regent Terrace and North Bridge was a dis-benefit to the accessibility of the lower section of the Royal Mile and the University's Holyrood Campus and postgraduate accommodation.</li> </ul>
Local Business Cockburn Street	<p>I would like to state that our business suffered (down 30%) when the street was pedestrianised and we had great difficulty in getting stock into the premises and waste uplifted.</p> <p>I would not support a permanent pedestrianisation of the street.</p>
Old Town Community Council	<p>A number of observations of road closures and restricted vehicle access not being adhered to.</p> <ol style="list-style-type: none"> <li>1. Very Bad advance positive Publicity.</li> <li>2. The allowing of Busking was a big issue as it firstly defeated the principle of freeing up the Streets for People movement it also caused large groups of Tourists to congregate on the Road and outside retail premises which detracted from the potential retail sales and increase if people were walking and viewing shops .</li> <li>3. The Entrances to the Streets appeared like it was a war Zone it should have been large Arches detailed in Name of the Street and in a Welcoming form of artwork.</li> </ol>
Edinburgh Military Tattoo	<p>When our TTRO came into effect we discovered there was a 30-minute (+) overlap between Summertime Streets relinquishing control and the Tattoo taking over control of the Lawnmarket. This was resolved relatively easily but could have been avoided earlier in the planning and stakeholder engagement.</p> <p>The main issue(s) was the positioning of barriers at both ends:</p>



	<p><b>George IV:</b> As this is one of the main points of access for performer coaches, we require sufficient room for coaches to turn safely into the Lawnmarket. The positioning of the additional barriers required them to be moved every evening and to be re-positioned at the end of each performance. The 'containers' in which the posts were placed were heavy and required careful movement. We also encountered a couple of occasions where Summertime Streets organisers were unhappy with our re-positioning of the barriers. While minor this could have been avoided by early engagement between parties.</p> <p><b>Hub Roundabout:</b> There was, in our view (and shared by most parties), too much 'furniture' (i.e. posts, barriers etc.) at the Hub end of The Lawnmarket. It impacted significantly crowd movement and, indeed, safety. There were instances where pedestrians ascending Milne's Court from Mound Place could not exit onto The Lawnmarket due to the volume of pedestrians already there. Some of this was alleviated following a reduction and repositioning of barriers in the vicinity of The Hub allowing freer flow of pedestrians.</p>
<p>Local Business High Street</p>	<p>I appreciate the safety of visitors and people living in the Old Town is paramount and unfortunately the measures this year exacerbated this issue. We had large groups of people funnelled along the already narrow pavements and penned in by barriers which for the festival in particular brought flow to a virtual standstill as some people stopped to watch the acts in the blocked off roadway. This made absolutely no sense in that these “acts” had a massive amount of space with little or no audience comparatively (as they were on the footway) and other people trying to go about there daily business essentially caught in a gridlock.</p> <p>Another major issue with the barriers positioning all the way down The Lawnmarket is that it completely stopped people being able to cross the road. This had a significant impact on our business and indeed dramatically effected our sales when compared to 2018 with customers unwilling to walk back up the hill along the congested narrow footway. In relation to this we had had our doorways blocked at various times during the day with queues of people being herded down along barriers on both sides.</p> <p>Generally trying to push volumes of people through these narrow passages could potentially cause crushing and if someone were to fall heaven forbid something more serious.</p>

Resident	<p>The main issues we had were as follows:</p> <ul style="list-style-type: none"> <li>• Closing access to Cockburn Street for over a month caused us an extraordinary amount of inconvenience and we can only come to the conclusion that the Council consider that Old Town residents live in some kind of parallel universe where we don't require access to our home for a month. We had to park in Jeffrey Street a number of times and carry our belongings from their to our home. Getting anything delivered was impossible. Further, how did the Council consider that two concrete bollards and straps were the most elegant solution to act as a roadblock in a World Heritage Site?</li> <li>• The narrow streets in the Old Town are not capable of handling these tour buses in addition to what is already a congested environment. The size of these vehicles is completely inappropriate, damaging the road fabric/roads in the Old Town and causing significant noise and air pollution. Rather than the Council curtailing these activities, we note there appears to be a new company now operating around the Old Town with seemingly more buses than anyone else.</li> <li>• How many buses and taxis is it possible to fit onto Waverley Bridge? Why do they all seem to sit with their engines idling? The summer period can only be described as chaos with lines of airport buses, Old Town tour buses, ghost tour buses and tour party buses. In addition the increased competition between the companies is becoming a nuisance.</li> <li>• Princes Street during August has been a terrifying experience for a cyclist (rather than the usual scary experience). The street is essentially a very long bus station and cycling is surrounded on every side by 12 tonne buses is not for the faint hearted. Further, who thought the 6 wheeled monsters operated by Lothian Buses on the road were a good idea?</li> <li>• The Old Town is filthy with overflowing bins and the smell of urine. Fleshmarket Close is a civic embarrassment given it is a gateway between Waverley Station and the Old Town.</li> <li>• When will Cockburn Street get recycling facilities? The nearest bin is at the foot of Blair Street (but this has no paper recycling).</li> </ul>
Resident	<p>Your Summertime Streets closures have made life absolutely miserable for residents of the old town. And it's not as if there aren't enough unwelcome disruptions undertaken without consultation with this community.</p> <p>Far from improving congestion and making things "safer", it's made the crowding far worse than in previous years.</p>

	<p>Tourism-overload is absolutely destroying our community. There is nothing worse for mental health than to feel disregarded and unwelcome in your own space.</p> <p>Also, if you think you are reducing traffic congestion by closing streets, think again. You are simply moving the problem to another street. Causing a different type of misery for other residents in Edinburgh.</p> <p>You need to think more creatively with regards to the problem of overtourism in Edinburgh. Take the pressure off the centre by moving events to other parts of town. You simply cannot keep taking from the Old Town residents without expecting us to take direct action.</p>
Resident	<p>While as a long term resident, I welcomed some of the street closures, their benefits in terms of the public's right to walk or Old Town residents ability to go about their everyday lives were undermined by the following:</p> <ul style="list-style-type: none"> <li>• Cars choosing to ignore the ban in the Cowgate.</li> <li>• The take-over of pedestrian spaces e.g. Victoria Street and the Lawnmarket by buskers and fringe performers.</li> <li>• The closure of King Stables Road going in to Princes Street Gardens.</li> <li>• The re-routing of the 35 bus route. Action should have been taken immediately on this buses' general inability to cope with crowds especially coming out of evening performances.</li> <li>• The large number of half-empty hop on, hop off buses which added to traffic congestion and pollution.</li> </ul> <p>In the short and long term it is essential to maintain at least one bus service running both east-west and north-south through the city centre. A city centre hopper bus is an excellent idea but it needs to be regularly timed to be of use. It should be free to residents but significantly expensive to deter it from being swamped by tourists. When looking at initiatives such as e-trikes, the demographics of the Old Town should be borne in mind.</p> <p>There is a need for more joined up thinking to tackle wider issues associated with over tourism especially during the festival, and success should not only be measured by ticket sales. The licensing of large walking groups, silent discos and other pavement blocking hazards seems lax and approval for new hotels and restaurants takes little account of delivery requirements for both people and goods.</p>
Resident	<p>As a long-term resident, I was appalled by the following:</p> <ul style="list-style-type: none"> <li>• Residents have been deprived of our regular number 35 bus service on the Canongate/High Street – while it is galling at the same time to have to watch open topped, double-decker tour buses ply</li> </ul>

their trade. Ditto the large tour/holiday coaches. Everything is geared to tourists/transients, the Fringe and the Festival, not forgetting the increasing stream of short term holiday lets generated by Air BnB.

- The High Street has become an even bigger, extended tourist area leading to traffic gridlock in the city, particularly at the junction of Jeffrey Street and St Mary's Street. Road works didn't help this situation.
- The instructions for the dial a bus service were not clear if this was free or paid for.
- The service number 6 is pathetic, running every half hour and going off at around 5pm. There is no service on the evenings or on Sundays.
- The increasing number of shows needs to be controlled to maintain a healthy balance between tourists, businesses and residents.
- Local businesses in closed off areas are complaining about being quieter than usual this year, with estimates of 30% downturn given.

Next year it is suggested that the Number 35 bus is kept operational and that the High Street is not closed from the Bridges to Jeffrey Street.